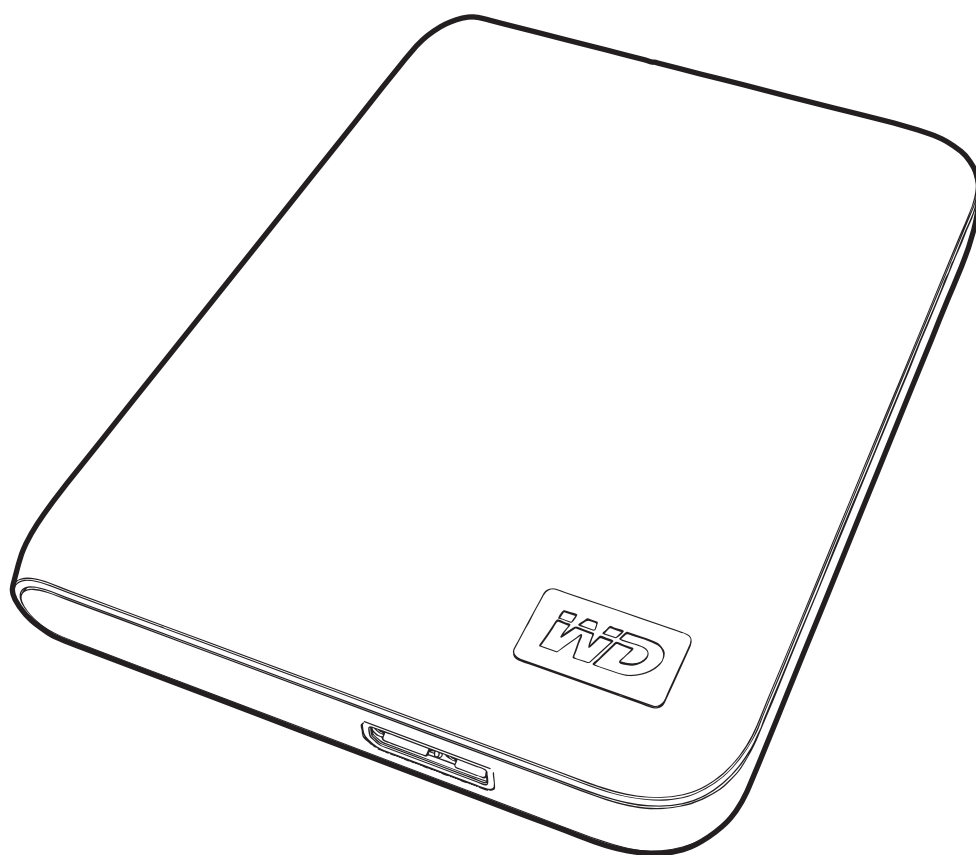


# **My Passport<sup>®</sup>**

Essential<sup>™</sup> and Essential SE  
Ultra-Portable Hard Drives  
User Manual



## WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or e-mail support service at [support.wdc.com](http://support.wdc.com). If the answer is not available or if you prefer, please contact WD® at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. E-mail support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at <http://register.wdc.com>.

## Accessing Online Support

Visit our product support website at [support.wdc.com](http://support.wdc.com) and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or answer ID.
- **Installation**—Get online installation help for your WD product or software.

## Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		Asia Pacific	
English	800.ASK.4WDC (800.275.4932)	Australia	1 800 42 9861
Spanish	800.832.4778	China	800 820 6682/+65 62430496
		Hong Kong	+800 6008 6008
		India	1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance) 011 26384700 (Pilot Line)
<b>Europe (toll free)*</b>	00800 ASK4 WDEU (00800 27549338)	Indonesia	+803 852 9439
		Japan	00 531 650442
		Korea	02 703 6550
<b>Europe</b>	+31 880062100	Malaysia	+800 6008 6008/1 800 88 1908/+65 62430496
<b>Middle East</b>	+31 880062100	Philippines	1 800 1441 0159
<b>Africa</b>	+31 880062100	Singapore	+800 6008 6008/+800 608 6008/+65 62430496
		Taiwan	+800 6008 6008/+65 62430496

\* Toll free number is available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

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## 1

## About Your WD Drive

Welcome to your My Passport™ Essential™ or Essential SE ultra-portable hard drive, an elegant, high-capacity storage solution for all the chapters of your digital life. Our latest edition features visual, easy-to-use, automatic, continuous backup software, and drive lock security protection.

WD's best-selling My Passport Essential and Essential SE USB ultra-portable hard drives feature WD SmartWare software that backs up your data automatically and continuously, shows your backup as it happens, and brings back lost files effortlessly.

This chapter includes the following topics:

- [Features](#)
- [Kit Contents](#)
- [Optional Accessories](#)
- [Operating System Compatibility](#)
- [Disk Drive Format](#)
- [Physical Description](#)
- [Registering the Drive](#)
- [Handling Precautions](#)

### Features

Major features of the My Passport Essential and Essential SE drives include:

**Smaller, sleeker, more streamlined design**—We've designed a smaller, high-quality integrated USB hard drive inside a stylish package in a variety of fun colors.

**WD SmartWare™ software**—An easy-to-use backup solution that gives you the power to:

- Protect your data automatically—Relax! Your data is secure. Automatic, continuous backup will instantly make a second copy whenever you add or change a file.
- See your backup as it happens—Seeing is believing. Visual backup organizes and displays your content into categories and shows the progress of your backup.
- Bring back lost files effortlessly—Retrieve your valuable data to its original location whether you've lost all your data, deleted a file, or just overwritten an important file.
- Take control—Customize your backup, set drive security, run diagnostics, manage the power settings, and more from the WD SmartWare control center.
- Drive lock—Gain peace of mind knowing that your data is protected from unauthorized access or theft with password protection and 256-bit hardware-based encryption.

**USB 3.0 interface**—A simple connection that offers convenience and compatibility among multiple computers.

**Power miser**—My Passport portable drives are designed to save energy. WD GreenPower Technology™ lowers internal drive power consumption by up to 30%, a sleep mode reduces power during idle times, and a power-saving feature turns the drive on and off with your computer.

**Planet friendly**—We designed a small box from recycled materials to minimize waste. We encourage you to recycle it.

**Ready to plug-and-play with Windows computers**—NTFS-formatted for compatibility with all Windows operating systems.

**Support for multiple devices**—One installation of the software supports up to three WD drives (My Passport or My Book drives with WD SmartWare software).

---

**Important:** For the latest WD product information and news, visit our website at [www.westerndigital.com](http://www.westerndigital.com). For the latest software, firmware, and product documentation and information, go to <http://products.wdc.com/updates>.

---

## Kit Contents

As shown in Figure 1, your My Passport Essential or Essential SE disk drive kit includes the following:

- My Passport Essential or Essential SE ultra-portable hard drive
- WD SmartWare software (included on the drive)
- USB cable
- Quick Install Guide

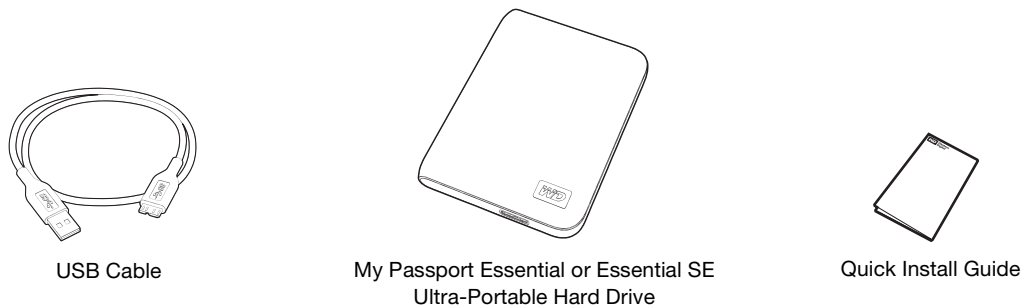


Figure 1. My Passport Drive Kit Contents

## Optional Accessories

You can use the following accessories with the My Passport drive:

- A special USB cable that might be needed for computers with limited bus power
- Replacement or additional USB cables

For information about optional accessories for this product, visit:

US	<a href="http://www.shopwd.com">www.shopwd.com</a> or <a href="http://www.wdstore.com">www.wdstore.com</a>
Canada	<a href="http://www.shopwd.ca">www.shopwd.ca</a> or <a href="http://www.wdstore.ca">www.wdstore.ca</a>
Europe	<a href="http://www.shopwd.eu">www.shopwd.eu</a> or <a href="http://www.wdstore.eu">www.wdstore.eu</a>
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit <a href="http://support.wdc.com">support.wdc.com</a> and see Knowledge Base Answer ID 1048.

## Operating System Compatibility

Your My Passport Essential or Essential SE drive and the WD SmartWare software are compatible with the following operating systems:

### Windows®

- Windows XP
- Windows Vista®
- Windows 7

### Mac® OS X®

- Leopard®
- Snow Leopard™

Compatibility can vary, depending on hardware configuration and operating system.

For highest performance and reliability, always install the latest updates and service pack (SP). For Windows computers, go to the **Start** menu and select **Windows Update**. For Mac computers, go to the **Apple** menu and select **Software Update**.

## Disk Drive Format

Your My Passport Essential or Essential SE drive is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. If you want to use the drive with a Mac computer, see “Reformatting the Drive” on page 41 and “Troubleshooting” on page 54.

## Physical Description

As shown in Figure 2, the My Passport Essential and Essential SE drives have:

- A power/activity LED indicator
- A USB 3.0 interface port

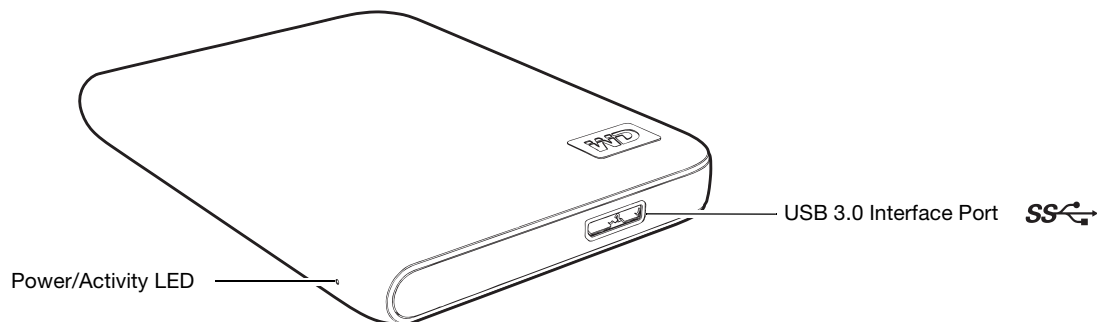


Figure 2. My Passport Essential and Essential SE Drive

## Power/Activity LED

The power/activity LED shows the drive's power state as follows:

LED Appearance	Power State/Activity
On steady	Idle
Fast flashing, approximately 3 times per second	Activity
Slow flashing, approximately every 2.5 seconds	System standby



## USB 3.0 Interface

Super-Speed USB 3.0 supports data transfer rates up to 5 Gb/s. USB 3.0 is backward-compatible with USB 2.0 and USB 1.1. Connection to a USB 2.0 or USB 1.1 port transfers data at the port speed:

- USB 2.0—up to 480 Mb/s
- USB 1.1—up to 12 Mb/s

## Registering the Drive

Always register your My Passport Essential or Essential SE drive to get the latest updates and special offers. You can easily register your drive using the WD SmartWare software, as described in “Registering the Drive” on page 35. Another way is to register online at [register.wdc.com](http://register.wdc.com).

## Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Drives can be damaged by rough handling, shock, or vibration. Always observe the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.

## 2

## Connecting the Drive and Getting Started

This chapter provides step-by-step instructions for connecting the drive and installing the WD SmartWare software on your computer. It includes the following topics:

[Connecting the Drive](#)

[Getting Started with the WD SmartWare Software](#)

[Getting Started Without the WD SmartWare Software](#)

### Connecting the Drive

*Note:* If you have reformatted the drive for use on a Mac computer, skip this procedure and see “Connecting the Drive and Getting Started” on page 41 instead.

To connect the My Passport drive to your Windows computer:

1. Turn on your computer.
2. Connect the My Passport drive to your computer as shown in Figure 3.
3. If a Found New Hardware screen appears, click **Cancel** to close it.

The WD SmartWare software that is on the drive installs the proper driver for your My Passport drive.

4. Verify that the My Passport drive appears under My Computer in Windows Explorer.
5. Several different screens might also appear, depending on your computer's operating system:

IF your operating system is . . .	THEN . . .
Windows XP	Proceed to step 6 on page 6.
Windows Vista or Windows 7	Skip to step 8 on page 6.

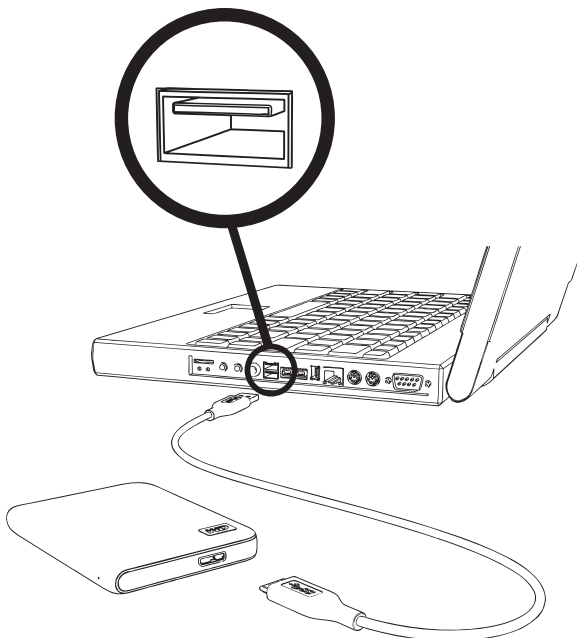


Figure 3. Connecting the My Passport Drive

6. For Windows XP, one or two screens might appear, depending on whether the AutoRun (AutoPlay) function is enabled or disabled:

IF AutoRun (AutoPlay) is . . . on your computer,	THEN . . .
Enabled	Proceed to step a.
Disabled	Skip to step b.

- a. On Windows XP with AutoRun (AutoPlay) enabled, the Welcome to WD SmartWare screen displays (see Figure 4 on page 7).
  - b. On Windows XP with AutoRun (AutoPlay) disabled, click to open the My Passport drive listing in Windows Explorer and double-click the WD SmartWare.exe file to display the Welcome to WD SmartWare screen (see Figure 4 on page 7).
7. Continue to “Getting Started with the WD SmartWare Software” on page 7.
- If you do not want to install the WD SmartWare software, go to “Getting Started Without the WD SmartWare Software” on page 14 instead.
8. For Windows Vista or Windows 7, two or three screens might appear, depending on whether the AutoRun (AutoPlay) function is enabled or disabled:

IF AutoRun (AutoPlay) is . . . on your computer,	THEN . . .
Enabled	Proceed to step a.
Disabled	Skip to step b.

- a. On Windows Vista or Windows 7 with AutoRun (AutoPlay) enabled, click **Open folder to view files** on the AutoPlay screen and double-click the WD SmartWare application file to display the Welcome to WD SmartWare screen (see Figure 4 on page 7).
  - b. On Windows Vista or Windows 7 with AutoRun (AutoPlay) disabled, open **Computer**, click to open the My Passport drive listing in Windows Explorer and double-click the WD SmartWare application file to display the Welcome to WD SmartWare screen (see Figure 4 on page 7).
9. Continue to “Getting Started with the WD SmartWare Software” on page 7.
- If you do not want to install the WD SmartWare software, go to “Getting Started Without the WD SmartWare Software” on page 14 instead.



*Note:* If a Flash Player is installed on your computer, the screen is animated.

Figure 4. Welcome to WD SmartWare Screen

## Getting Started with the WD SmartWare Software

To get started with WD SmartWare software:

1. The **What would you like to do?** prompt on the Welcome to WD SmartWare screen provides three options for getting started with the WD SmartWare software:

IF you want to install . . .	THEN click the . . .
The full version of the WD SmartWare software, with continuous automatic backup, retrieve, drive lock password protection, and drive management features and: <ul style="list-style-type: none"> <li>• Run your first backup</li> <li>• Password protect or register your drive</li> </ul>	<b>Install WD SmartWare</b> button.
Only the WD SmartWare software drive lock password protection and drive management features, and password protect or register your drive,	<b>Install Drive Settings</b> button.
The full version of the WD SmartWare software and retrieve files that you have already backed up to your My Passport drive on another computer,	<b>Retrieve a backup</b> link.

2. Read the license agreement and click **Accept** to continue.
3. Wait for the software installation to complete. This could take several minutes.

4. After the software installation completes:

---

**IF you clicked . . . at step 1, THEN the WD SmartWare software displays . . .**

---

<b>Install WD SmartWare</b>	<p>The initial Backup screen for performing your first backup (see Figure 5 on page 9). Here you can either:</p> <ul style="list-style-type: none"> <li>• Run your first backup—See “Backing Up Your Computer Files” on page 15 before clicking <b>Start Backup</b> and then proceed to step 5.</li> <li>• Skip the backup for now and display the WD SmartWare initial Drive Settings screen (Figure 6 on page 10)—See “Password Protecting the Drive” on page 26 and “Registering the Drive” on page 35 before clicking <b>Skip Backup</b> and then skip to step 6.</li> </ul> <p><i>Note:</i> In this case, the WD SmartWare initial Drive Settings screen includes a <b>Return to Backup</b> button for returning to the initial Backup screen.</p>
<b>Install Drive Settings</b>	<p>The drive management initial Drive Settings screen for securing and registering your drive (Figure 6 on page 10).</p> <p>a. See:</p> <ul style="list-style-type: none"> <li>• “Password Protecting the Drive” on page 26</li> <li>• “Registering the Drive” on page 35</li> </ul> <p>b. Skip to step 7 on page 9.</p>
<b>Retrieve a backup</b>	<p>The WD SmartWare Home screen for accessing all WD SmartWare functions:</p> <p>a. See Figure 7 on page 10 and “Retrieving Backed Up Files” on page 22.</p> <p>b. This completes the getting started procedure after selecting <b>Retrieve a backup</b>.</p>

---

*Note:* The initial Backup and Drive Settings screens only appear one time—the first time you install the WD SmartWare software on your computer. After that, launching the software displays the Home screen so you can choose what you want to do.

5. After running your first backup:

- Click **Continue to Settings** to display the WD SmartWare initial Drive Settings Screen screen (Figure 6 on page 10).
- See “Password Protecting the Drive” on page 26 and “Registering the Drive” on page 35 before clicking **Continue** to display the WD SmartWare Home screen (Figure 7 on page 10).

This completes the getting started procedure after selecting **Install WD SmartWare** and running your first backup.

6. After password protecting or registering your drive, click **Continue** to close the WD SmartWare initial Drive Settings screen and display the WD SmartWare Home Screen (Figure 7 on page 10).

This completes the getting started procedure after selecting **Install WD SmartWare**

and skipping the backup.

7. After password protecting or registering your drive, click **Finish** to close the drive management initial Drive Settings screen.

This completes the getting started procedure after selecting **Install Drive Settings**.

In this case:

- Opening the WD SmartWare software displays the drive management Home screen (see Figure 8 on page 11) with the **Settings** tab for performing all drive management functions (see “Customizing Your Drive Settings” on page 34).
- Clicking the **Settings** tab displays the drive management Drive Settings screen with a **Preferences** button that you can use to enable the WD SmartWare Backup and Retrieve functions (see Figure 16 on page 26 and “Enabling the Backup and Retrieve Functions” on page 38).

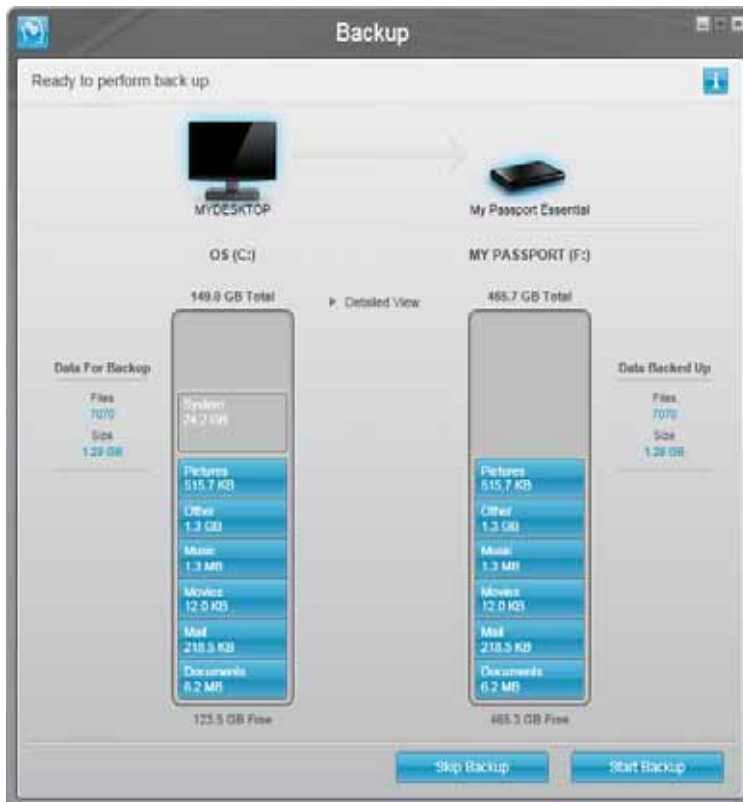


Figure 5. Initial Backup Screen



WD SmartWare Initial Drive Settings Screen



Drive Management Initial Drive Settings Screen

Figure 6. Initial Drive Settings Screens

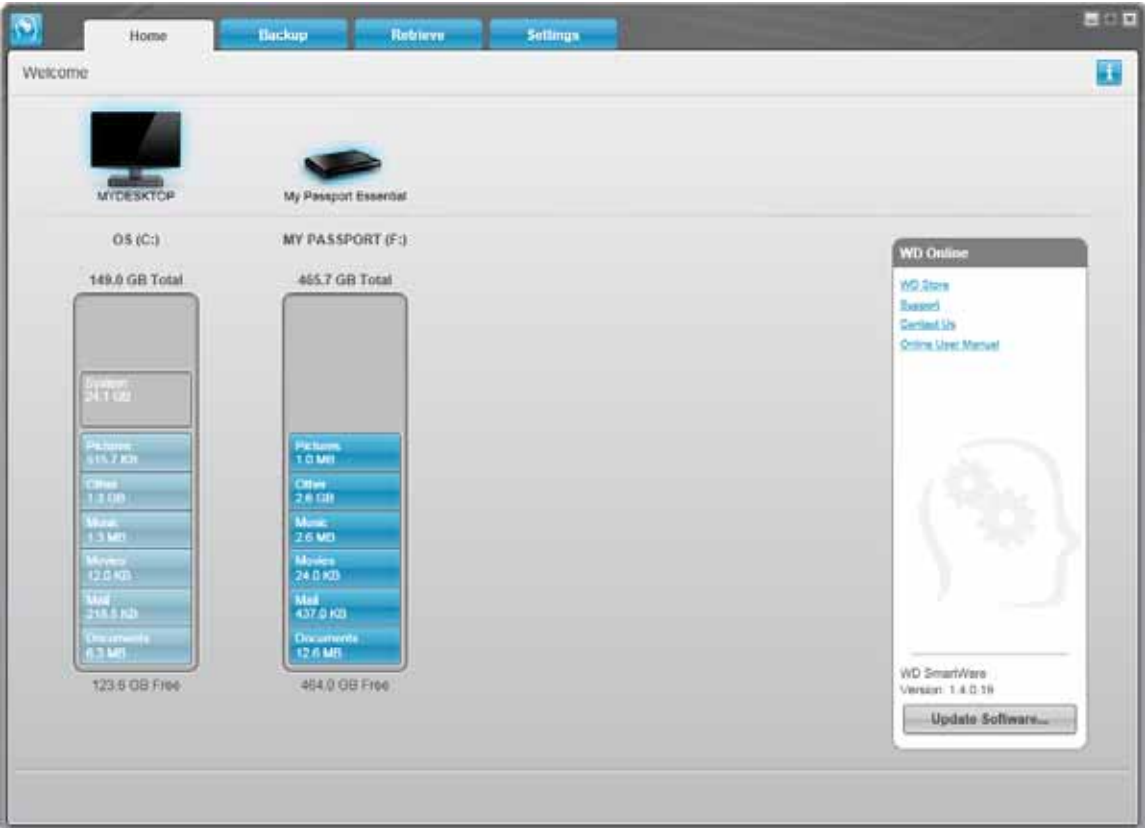


Figure 7. WD SmartWare Home Screen

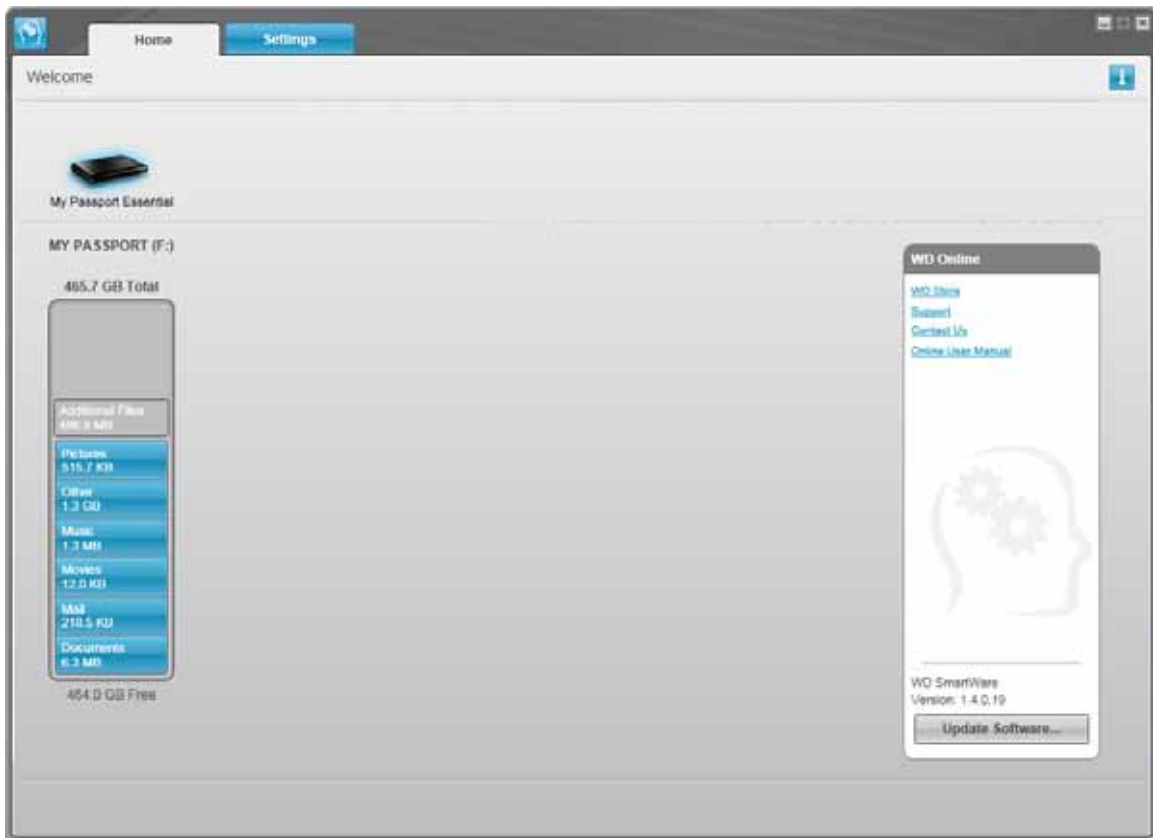


Figure 8. Drive Management Home Screen

## WD SmartWare Software Overview

The WD SmartWare software is an easy-to-use tool that gives you the power to:

- Secure your drive—In drive settings, create a password to protect your drive from unauthorized access or data theft.
- Protect your data automatically—Automatic, continuous backup instantly makes a copy whenever you add or change a file.

*Note:* Automatic backup protection is continuous for as long as your My Passport drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

- See your backup as it happens—Seeing is believing. Visual backup organizes and displays your content into categories and shows the progress of your backup.
- Retrieve lost files effortlessly—Bring back your valuable data to its original location whether you've lost all your data or just overwritten an important file.



## WD SmartWare Home Screen

The WD SmartWare Home screen has four tab-selected screen options:

- **Home**—Provides a Content Gauge with the capacity of each hard drive in or connected to your computer (see Figure 7 on page 10)
- **Backup**—Manages existing backups or creates new backups of your important data, including movies, music, documents, e-mail, and photos (see Figure 9 on page 16)
- **Retrieve**—Brings back valuable data that has been lost or overwritten (see Figure 12 on page 23)
- **Settings**—Manages security, diagnostics, power settings, and backup parameters (see Figure 10 on page 19)

On the WD SmartWare Home screen, you can modify the primary drive being categorized with the drop-down selection box under the name of your computer. After you select a different drive, the WD SmartWare software identifies the categories of files on that drive. Then click the:

- **Backup** tab to back up files from the selected drive to your My Passport drive
- **Retrieve** tab to retrieve backed up files from your My Passport drive to any location on your computer

In the Content Gauge for your computer's hard drive, all of your files that are available for backup are shown against a blue background in six categories where:

This file category	Includes files with these extensions
<b>Documents</b>	.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions
<b>Mail</b>	.mail, .msg, .pst., and other mail extensions
<b>Music</b>	.mp3, .wav, .wma, and other music extensions
<b>Movies</b>	.avi, .mov, .mp4, and other movie extensions
<b>Pictures</b>	.gif, .jpg, .png, and other picture extensions
<b>Other</b>	Others that do not belong in the five main categories

For a complete list of all included file extensions, search for Answer ID 3644 in the WD Knowledge Base at [support.wdc.com](http://support.wdc.com).

Note that:

- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, working files like .tmp and .log files, and *any* files that are stored in a Temp folder.
- The **Retrieved** category, also shown against a dark gray background, shows the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the pointer over a category shows the number of files in the category.

In the Content Gauge for your My Passport drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

*Note:* The small number of files that are shown in the **Additional Files** category when you first install the WD SmartWare software—before performing your first backup—represents the system and hidden files that your computer's operating system put there when you installed the drive.

## Drive Management Home Screen

The drive management Home screen is available after selecting **Install Drive Settings**, installing the software, completing the initial drive settings, and opening the WD SmartWare software. It has two tab-selected screen options:

- **Home**—Provides a Content Gauge showing the capacity and contents of your My Passport drive (see Figure 8 on page 11)
- **Settings**—Manages the same security, diagnostics, and power settings as the WD SmartWare Drive Settings screen and provides a **Preferences** button for enabling the Backup and Retrieve functions (see Figure 16 on page 26)


As you copy files to your drive, the Content Gauge shows them in six categories:

- **Documents**
- **Mail**
- **Music**
- **Pictures**
- **Other**

See “WD SmartWare Home Screen” on page 12 for a description of the file categories.

*Note:* The small number of files that are shown in the **Additional Files** category when you first install the WD SmartWare software—before copying any files to the drive—represents the system and hidden files that your computer's operating system put there when you installed the drive.

## Viewing the Info/Online Help Topics

Each WD SmartWare screen provides easy access to online help information to quickly guide you through your backup, retrieve, and settings tasks. Whenever you are uncertain about what to do, just click the info/online help icon  in the upper-right corner of any screen:



To close the info/help screen after reading the online help, click the X icon in the upper-right corner of the screen.

## Getting Started Without the WD SmartWare Software

If you do not install the WD SmartWare software, you can still use your My Passport as an external hard drive. In this case, however, you will not be able to:

- Protect your data with automatic continuous backups (see “Backing Up Your Computer Files” on page 15)
- Retrieve earlier versions of lost, or damaged files (see “Retrieving Backed Up Files” on page 22)
- Secure your drive and all of the files on it with a password (see “Locking and Unlocking the Drive” on page 26)
- Customize your software and drive settings for the best possible performance (see “Managing and Customizing Your Drive” on page 31)
- Check the operational condition of your drive with built-in diagnostic features (see “Checking Drive Health” on page 40)

To forego these performance features and get started without installing the WD SmartWare software:

1. Click **Do Not Install** at the **What would you like to do?** prompt to display the **Continue without installing WD SmartWare?** prompt:



2. Click:
  - **Continue without Install** if you still do not want to install the WD SmartWare software.
  - **Go Back** if you have changed your mind and do want to install the WD SmartWare software. In this case, go to “Getting Started with the WD SmartWare Software” on page 7.

## 3

## Backing Up Your Computer Files

This chapter includes the following topics:

- [About Backing Up Your Computer Files](#)
- [Backing It All Up](#)
- [Advanced Backup Capabilities](#)

### About Backing Up Your Computer Files

The WD SmartWare software automatically and continuously backs up all of your important data files to the My Passport drive—music, movies, photos, documents, e-mail, and other files.

*Note:* One installation of the WD SmartWare software supports up to three backup drives that are configured with WD SmartWare software.

After the WD SmartWare software categorizes the different types of on the selected hard drive, simply clicking the **Start Backup** button backs all of them up. Or you can select specific types of content to back up.

If your computer has more than one hard drive, you must select and back up each one to protect all of the data files on your computer.

After performing a backup, the WD SmartWare software protects your files by backing up any:

- New file that is created on or copied to your hard drive
- Existing file that is changed in any way

This protection is automatic—the WD SmartWare software does it for you without any action on your part—just make sure to leave your My Passport drive connected to your computer.

*Note:* Automatic backup protection is continuous for as long as your My Passport drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

Additionally, the Backup screen (see Figure 9 on page 16) provides:

- Content Gauges for your computer's hard drives, so you can see the number of files and the storage size for each content category
- A **Detailed View** content box that you can use to select specific categories of files or folders to back up, with an **Apply Changes** button for implementing your selections
- **Start Backup** and **Stop Backup** buttons for controlling backups

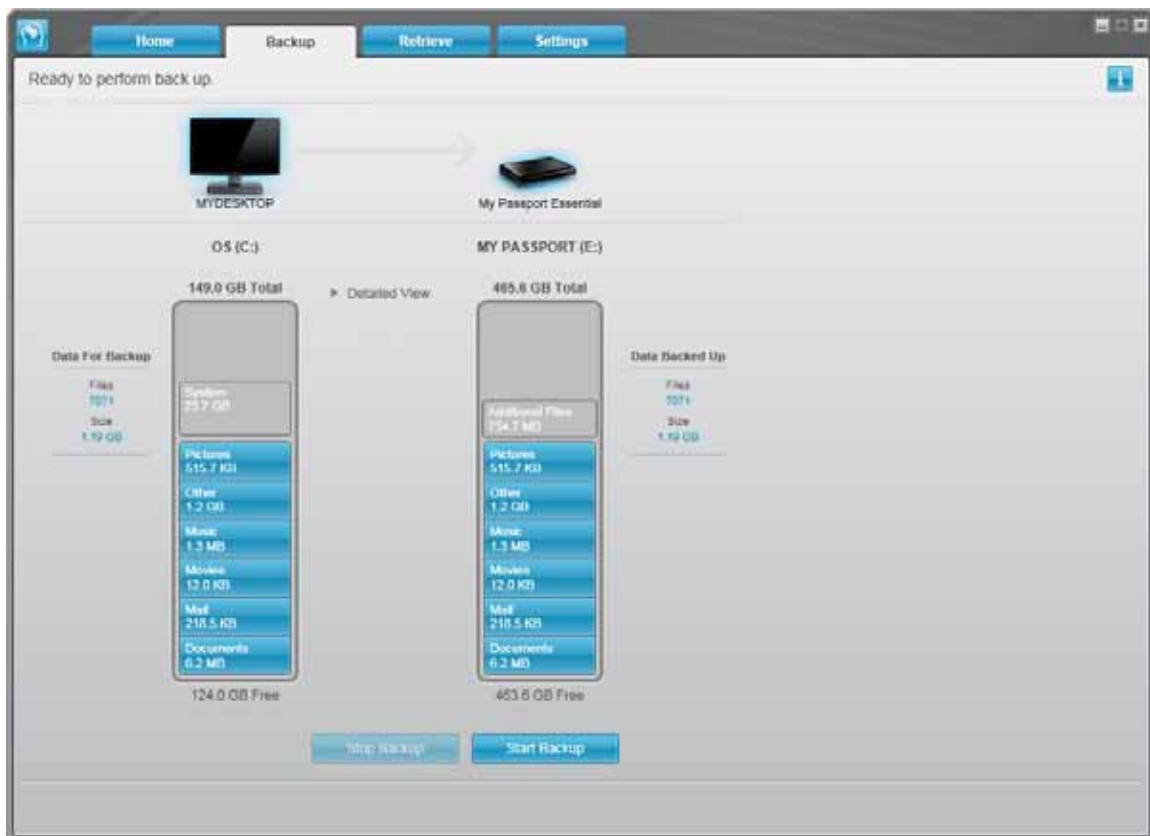


Figure 9. Backup Screen

In the Content Gauges for your computer's disk drives, the categories of files that would be included in the backup if you click **Start Backup** are shown where a:

- Light blue background in the Content Gauge for your computer's hard drive identifies the original files that are available for backup
- Gray background in the Content Gauge for your My Passport drive identifies the potential backup copies of the original files
- Dark blue background identifies categories of files that have been backed up

In the Content Gauge for your My Passport drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

In the Content Gauges and the **Detailed View** content box:

This file category	Includes files with these extensions
<b>Documents</b>	.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions
<b>Mail</b>	.mail, .msg, .pst., and other mail extensions
<b>Music</b>	.mp3, .wav, .wma, and other music extensions
<b>Movies</b>	.avi, .mov, .mp4, and other movie extensions
<b>Pictures</b>	.gif, .jpg, .png, and other picture extensions
<b>Other</b>	Others that do not belong in the five main categories

Note that:

- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, working files like .tmp and .log files, and *any* files that are stored in a Temp folder.
- The **Retrieved** category, also shown against a dark gray background, includes the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the pointer over a category shows the number of files in the category.
- For a complete list of all included file extensions, search for Answer ID 3644 in the WD Knowledge Base at [support.wdc.com](http://support.wdc.com).

To back up a different hard drive, click the **Home** tab and select the drive.

## Backing It All Up

To back up all of your data files:

1. If your computer has more than one hard drive, select the drive that you want to back up first from the drop-down menu under the graphic representation and name of your computer on the WD SmartWare Home screen.
2. Click the **Backup** tab to display the Backup screen (see Figure 9 on page 16).
3. Click **Start Backup** to back up all of your files.
4. During the backup:
  - The Backup screen displays a progress bar and a message indicating the amount of data that has been backed up.
  - The blue background in the Content Gauge for your computer's hard drive changes to yellow/amber for all of the files that have not yet been backed up.
  - The gray background in the Content Gauge for your My Passport drive changes to blue for each category as the backup completes.
  - You can continue to set up your drive or perform any other functions during the backup, as the WD SmartWare software backs up your files in the background.
  - A **Stop Backup** button is available for you to stop the backup.
5. Appearance of a backup successfully finished message means that the backup completed normally.

If any files could not be backed up, their representations remain yellow/amber in the Content Gauge for your computer's hard drive and the WD SmartWare software displays a:

- Caution message indicating the number of files involved
- **View** link that you can click to see a list of the files and the reasons they were not backed up

Some applications and running processes can keep files from being backed up. If you cannot determine why some of your files were not backed up, try:

- Saving and closing all of your open files
- Closing all running applications—including your e-mail program and web browser

**Important:** Appearance of a Caution message indicating that your drive is full means that there is not enough free space on the drive to complete the backup.

The best long-term solution would be to relegate the drive to long-term archive storage and:

- a. Click the **Home** tab to display the Home screen.
- b. Click the **WDStore** link in the WD Online box to view the Western Digital Online Store website.
- c. Click **External Hard Drives** and select the best drive to suit your future requirements.

6. If you clicked **Stop Backup** at step 4, the **Stop backup?** confirmation prompt reminds you that if you stop the backup before it completes, the WD SmartWare software removes all of the backup files that were just copied to your My Passport drive.

To continue, click either:

- **Continue Backup** to disregard your stop request and resume the backup
- **Stop Backup** to follow through with your stop request and remove the newly created backup files

7. If your computer has more than one hard drive, repeat the backup procedure for each one.

## Advanced Backup Capabilities

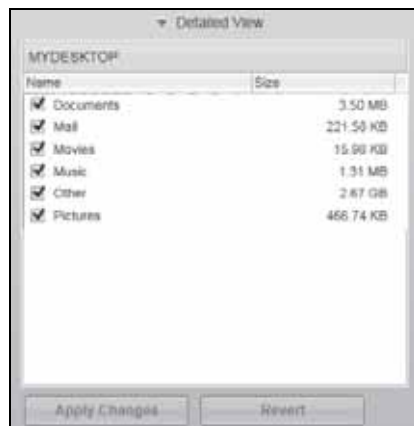
The advanced backup capabilities include:

- Selecting specific files to back up
- Changing the backup software settings:
  - Choosing the number of backup versions to keep
  - Pausing the backup until your computer is idle

## Selecting Specific Files to Back Up

To back up some of your computer files:

1. On the Backup screen (see Figure 9 on page 16), select **Detailed View** to open the backup files content box:



2. In the backup files content box:
  - Select the check boxes for the categories of files that you want to include in the backup.
  - Clear the check boxes for the categories of files that you want to exclude from the backup.
3. Click **Apply Changes** to refresh the Content Gauge for your My Passport drive.
4. Click **Start Backup** to back up the selected categories of files.

## Changing the Backup Software Settings

To optimize your backup, you can:

- Specify the number of backup versions to keep for each file.
- Pause backups until your computer is idle.

To configure these backup options:

1. Click the **Settings** tab to display the WD SmartWare Settings screen (see Figure 10).
2. Click **Set Up Software** to display the Software Settings screen (see Figure 11 on page 20).
3. See:
  - “Specifying the Number of Backup Versions” on page 20
  - “Pausing Backups Until Your Computer is Idle” on page 21

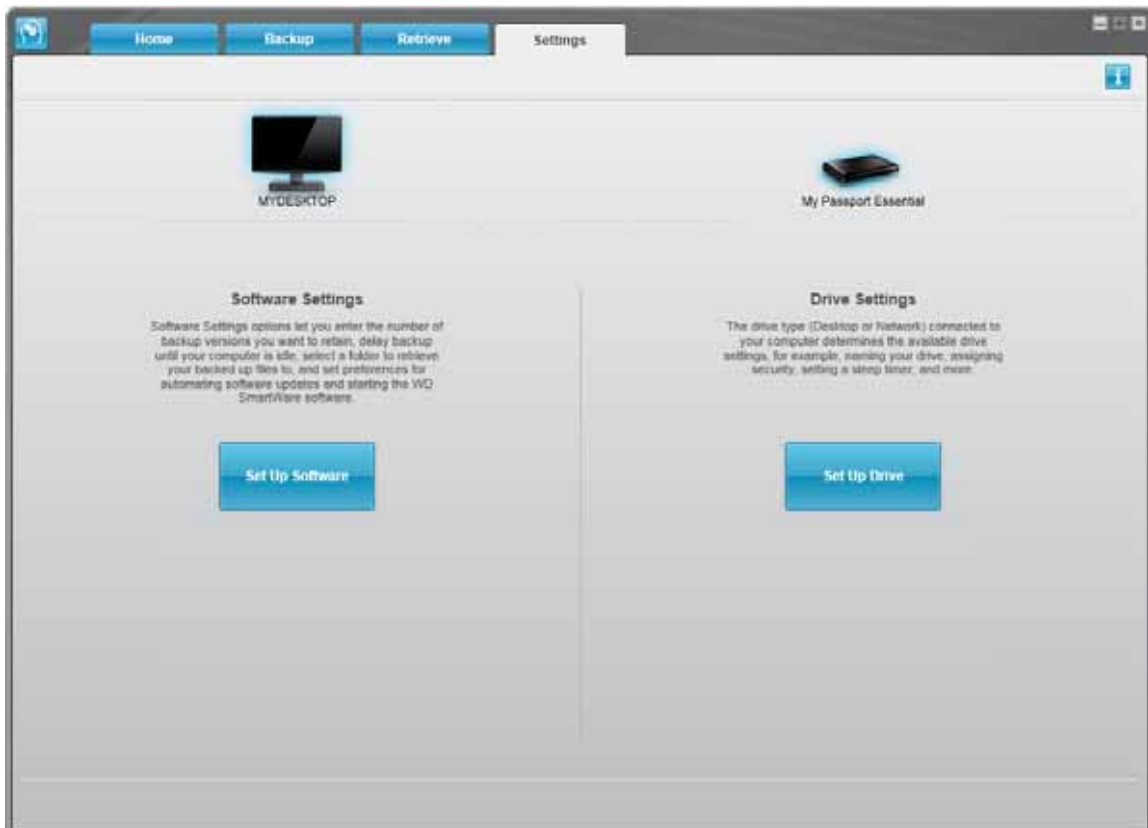


Figure 10. WD SmartWare Settings Screen



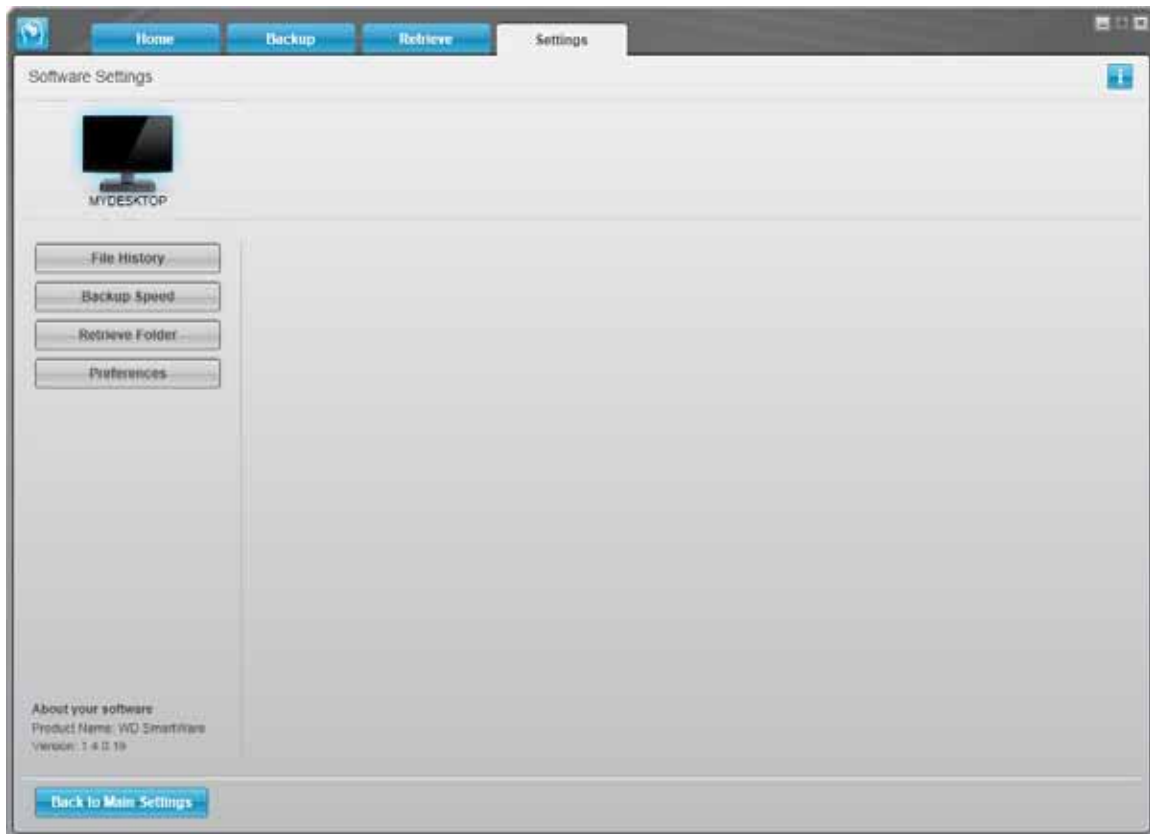


Figure 11. Software Settings Screen

**Specifying the Number of Backup Versions.** The WD SmartWare software can keep up to 25 older versions of each file. If you overwrite or delete a file by mistake, or want to see the file a couple of versions ago, the WD SmartWare software has a copy for you. You always have the most-recent specified number of versions of each file available for retrieves, and you can choose to keep from 1 to 25 versions.

Keeping more versions:

- Improves your ability to retrieve files from a longer back-in-time period
- Consumes more disk space

To specify the number of backup versions that you want to keep for each file:

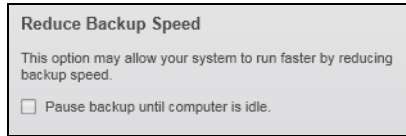
1. On the Software Settings screen (see Figure 11), click **File History** to display the Set File History dialog:



2. Specify the number of file versions that you want to keep (from 1 to 25) in the **Enter the number of backup versions to keep for each file** box.
3. Click **Apply** to save and implement the new number of backup versions.

**Pausing Backups Until Your Computer is Idle.** A large backup can take a lot of time, and can consume a lot of your system processing resources. The WD SmartWare software works in the background using minimal computer resources while you are working on your computer. If you want to pause all backup activity until your computer is idle, you can by enabling the Backup Speed option:

1. On the Software Settings screen (see Figure 11 on page 20), click **Backup Speed** to display the Reduce Backup Speed dialog:



2. Select or clear the **Pause backup until computer is idle** check box to enable or disable the Backup Speed option.

## 4

## Retrieving Backed Up Files

This chapter includes the following topics:

- [About Retrieving Files](#)
- [Retrieving Files](#)
- [Retrieving Folders](#)
- [Retrieving an Earlier Version of a File or Deleted Files](#)
- [Retrieving All Your Files](#)

### About Retrieving Files

The WD SmartWare software makes it easy for you to retrieve files that have been backed up on your My Passport drive and copy them to either:

- Their original locations on your computer
- A special retrieve folder

Retrieve is generally a five-step process:

1. Choose the drive to retrieve files from on the Home screen.
2. Choose the backup that you want to retrieve files from.
3. Choose whether you want to copy the files to a special retrieval folder or to their original locations.
4. Choose what to retrieve, either individual files or folders, or everything.
5. Retrieve the files.

### Retrieving Files

After selecting the drive on the Home screen, to retrieve a file:

1. Click the **Retrieve** tab to display the Retrieve screen (see Figure 12 on page 23).
2. In the **Backed Up Volumes** box, select the WD SmartWare volume that you want to retrieve files from and click **Select Destination** to display the Select a destination for retrieved files screen (see Figure 13 on page 23).
3. On the Select a destination for retrieved files screen:

---

#### IF you want to copy your retrieved files to . . .

#### THEN . . .

---

Their original locations,

- a. Select the **To the Original Places** option.
  - b. Click **Select Files** to display the Select content to retrieve... screen (see Figure 14 on page 24) and proceed to step 4 on page 24.
- 

A retrieved content folder,

- a. Select the **In a Retrieved Content Folder** option.
  - b. If you want to specify a different retrieve folder, click **Browse** and use the browse function to identify the new retrieve folder.
  - c. Click **Apply** to save and implement the new retrieve folder.
  - d. Click **Select Files** to display the Select content to retrieve... screen and proceed to step 4 on page 24.
-

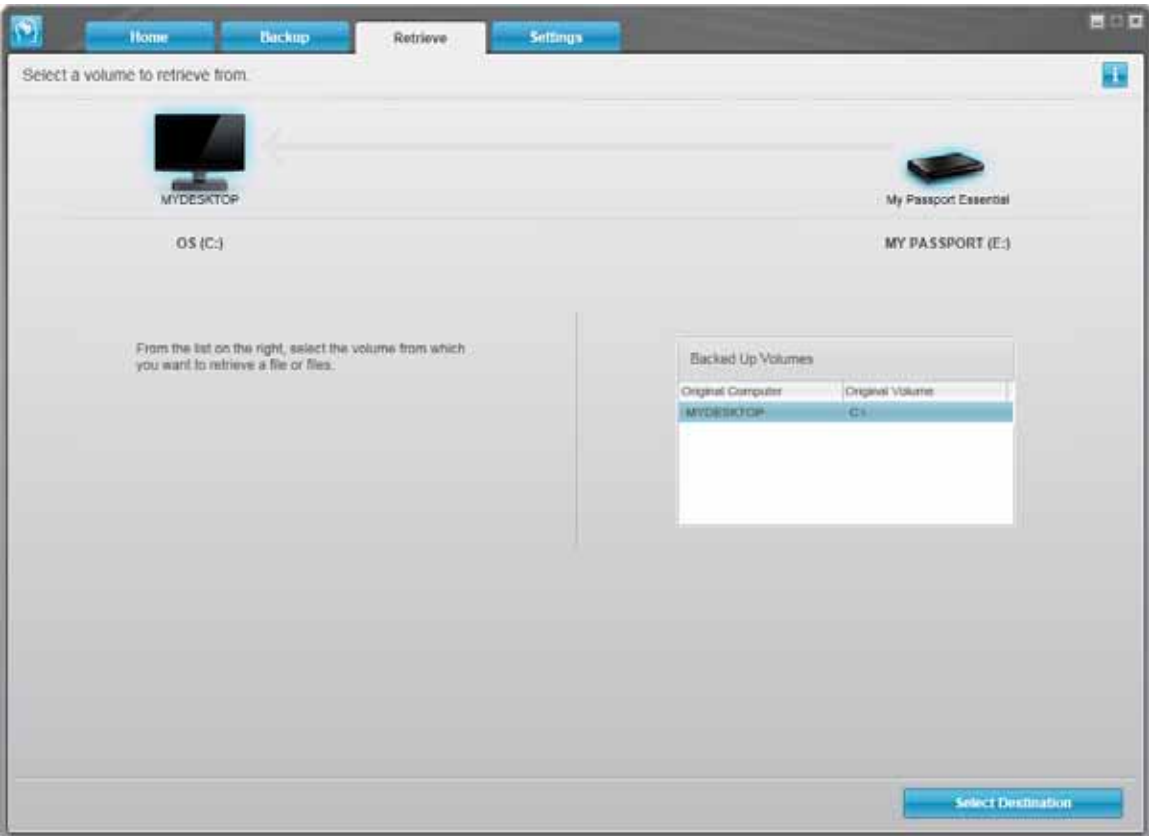


Figure 12. Retrieve Screen

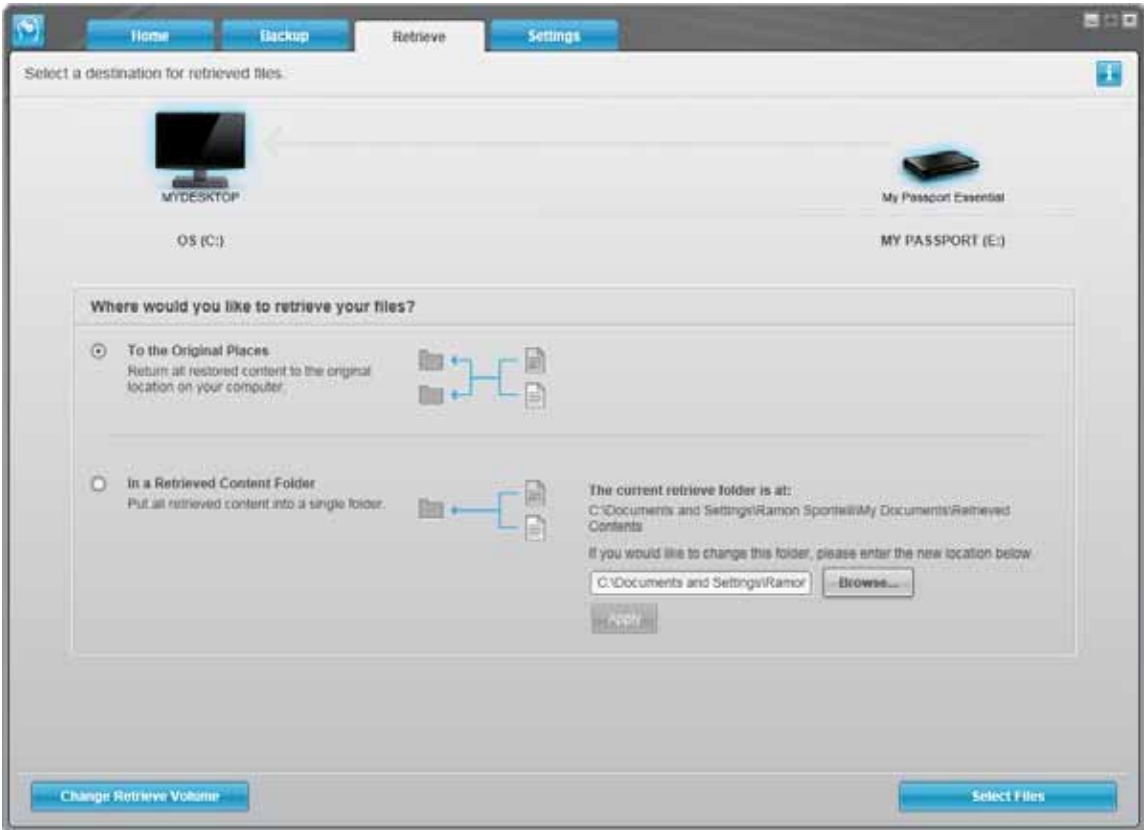


Figure 13. Select a Destination for Retrieved Files Screen

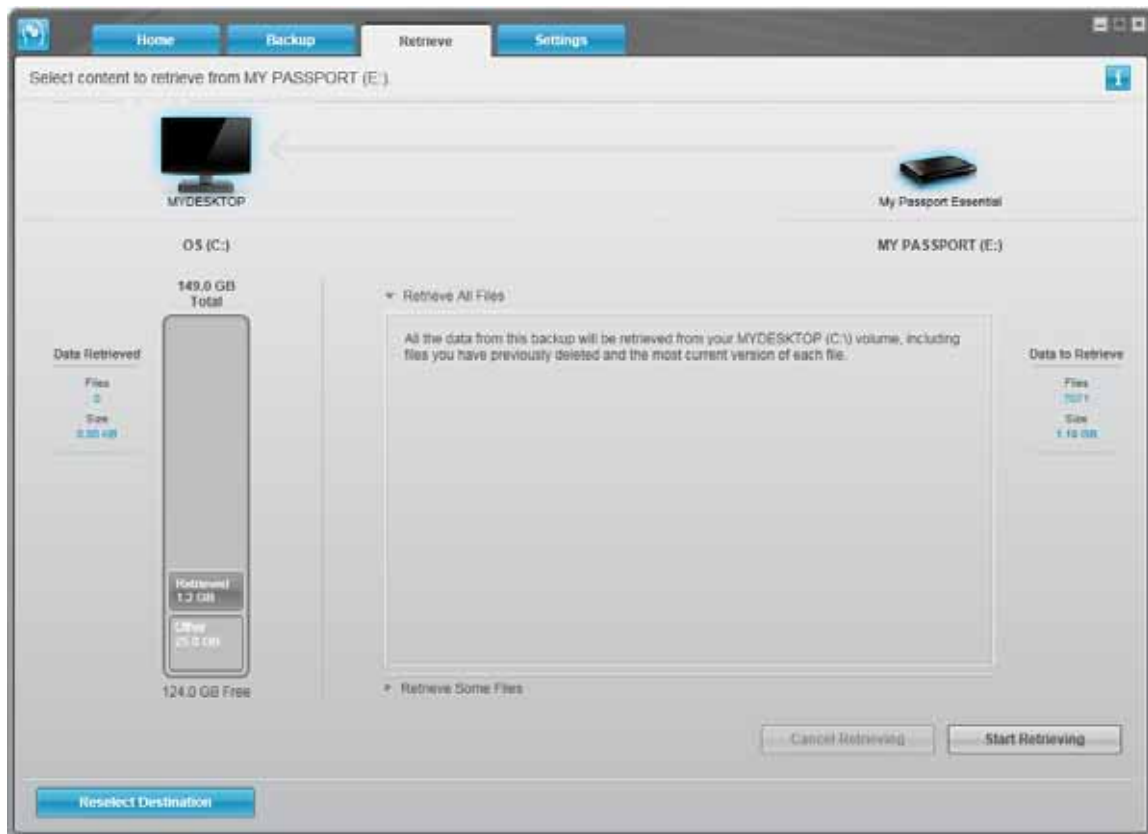


Figure 14. Select Content to Retrieve Screen

4. On the Select content to retrieve... screen, select **Retrieve Some Files** to display the retrieve files selection box (see Figure 15 on page 25).
5. Navigate through the folder structure to find the files you want. Also, you can use the search box by typing the name (or partial name) of the file or folder:
  - Click the appropriate file category button to list the files by category:
    - Pictures
    - Music
    - Movies
    - Documents
    - Other
    - Mail
  - Select the View icon to list individual files.
  - Type all or part of the file name in the search box, using the question mark (?) as a wildcard character, to find a file and press the **Enter** key to initiate the search. To eliminate the search filter, delete all of the text in the search box and press **Enter**.
  - Select the check box for the file or folder that you want to retrieve.
6. Click **Start Retrieving**.

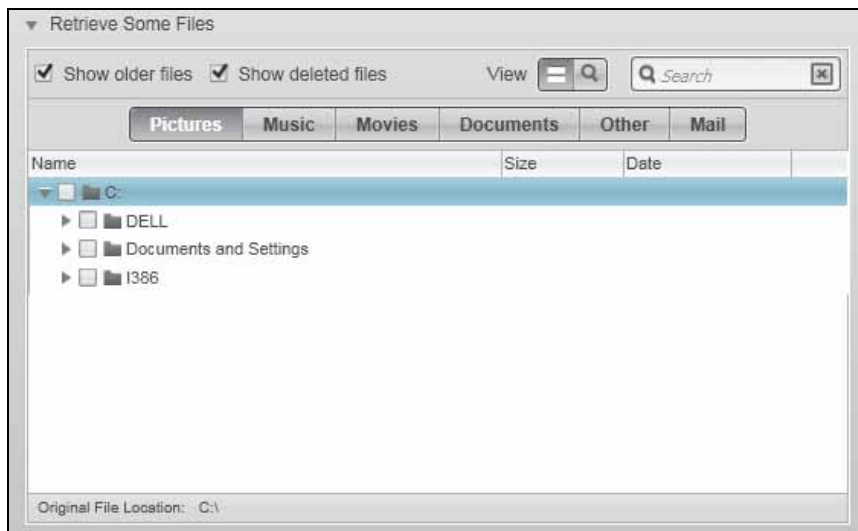


Figure 15. Retrieve Files Selection Box

#### 7. During the retrieve:

- The Retrieve screen displays a progress bar and a message indicating the amount of data that has been copied to the specified retrieve location.
- A **Cancel Retrieving** button is available for you to stop the retrieve.

#### 8. A **Retrieval accomplished** message signifies completion of the retrieve.

A **Partial retrieve accomplished** message means the file you selected for the retrieve was not copied to the specified retrieve location. In this case, either a:

- **Files Not Retrieved** message provides the number of files that were not retrieved and a link to a failed-to-retrieve information screen. Click the **View files** link to see the list of files and the reasons they were not retrieved.
- **Destination is full** message means that your computer does not have sufficient disk space to complete the retrieve.

## Retrieving Folders

To retrieve a folder from your drive, and all of the content within a folder, which may be across multiple categories, in the retrieve files selection box (Figure 15), right-click the folder and choose **Select folder in all content categories**.

## Retrieving an Earlier Version of a File or Deleted Files

In the retrieve files selection box (Figure 15), check the **Show Deleted Files** box and/or the **Show older versions of files box**. Now, when selecting content to retrieve, you can select individual files that were overwritten or deleted. Likewise, retrieving entire folders in this mode will retrieve older versions and deleted files as well.

## Retrieving All Your Files

On the Select content to retrieve... screen (see Figure 14 on page 24), choose the **Retrieve all Files** option, which retrieves files across all categories and copies them to either their original locations or the Retrieve Contents folder.

## 5

## Locking and Unlocking the Drive

This chapter includes the following topics:

- [Password Protecting the Drive](#)
- [Unlocking the Drive](#)
- [Changing Your Password](#)
- [Turning Off the Drive Lock Feature](#)

### Password Protecting the Drive

You should password protect your drive if you are worried that someone else will gain access to your drive and you do not want them to see your files on the drive.

**CAUTION!** The WD SmartWare software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

You can reach the Set Security dialog for password management during the initial getting started process or from the WD SmartWare software **Settings** tab, Drive Settings screen. There, you can:

- Create a password
- Change a password
- Eliminate the need for a password

To create a password and keep others from accessing the files on your drive:

1. Click the **Settings** tab to display either the WD SmartWare Settings screen (Figure 10 on page 19) or the drive management Drive Settings screen (Figure 16).
2. If you opened the WD SmartWare Settings screen, click **Set Up Drive** to display the WD SmartWare Drive Settings screen (Figure 16).



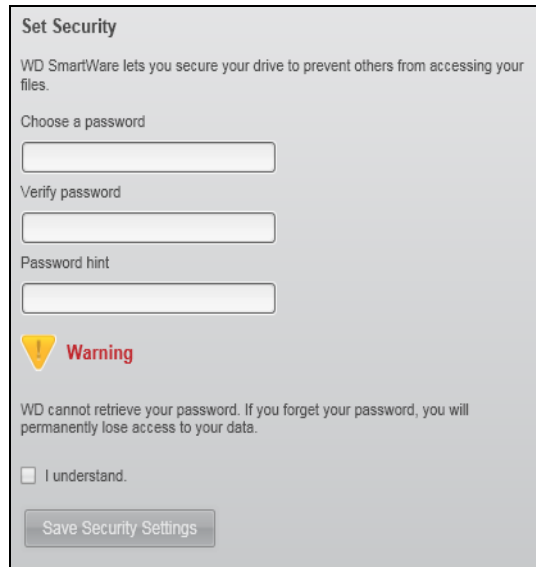
WD SmartWare Drive Settings Screen



Drive Management Drive Settings Screen

Figure 16. Drive Settings Screens

3. On either screen, click **Security** to display the Set Security dialog:

The image shows a 'Set Security' dialog box. At the top, it says 'Set Security' and 'WD SmartWare lets you secure your drive to prevent others from accessing your files.' Below this are three input fields: 'Choose a password', 'Verify password', and 'Password hint'. Each field has a corresponding text box. Below the input fields is a 'Warning' section with a yellow triangle icon. The warning text states: 'WD cannot retrieve your password. If you forget your password, you will permanently lose access to your data.' Below the warning is a checkbox labeled 'I understand.' and a 'Save Security Settings' button at the bottom.

4. Type your password in the **Choose a password** box.
5. Retype your password in the **Verify password** box.
6. Type a hint to help remind yourself of your password in the **Password hint** box.
7. Read the warning about the possibility of data loss if you forget your password.
8. Click the **I understand** check box to signify that you accept the risk.
9. Click **Save Security Settings** to save your password and enable password protection for your drive.

**CAUTION!** After creating a password, the drive remains *unlocked* for as long as you continue your current work session. Then, the WD SmartWare software:

- Locks the drive when you shut down your computer, disconnect your drive, or your computer goes into the sleep mode
- Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive

## Unlocking the Drive

After you have created a password to keep others from accessing the files on your drive, you will have to type your password to unlock the drive whenever:

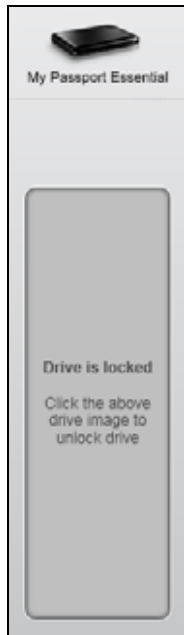
- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer exits the sleep mode

You will have to do this even if you do not have the WD SmartWare software installed on your computer.



## Unlocking the Drive with the WD SmartWare Software

Whenever you shut down and restart your computer, or disconnect and reconnect the drive to your computer, the WD SmartWare software displays a **Drive is locked** message in place of the Content Gauge for your My Passport drive:



To unlock the drive using the WD SmartWare software:

1. As prompted, click the My Passport image above the **Drive is locked** message to open the WD SmartWare drive unlock screen:



2. Type your password in the **Password** box.
3. Click **Unlock** to unlock your drive and enable the WD SmartWare software.

## Unlocking the Drive Without the WD SmartWare Software

Whenever you connect your password-protected drive to a computer that does not have the WD SmartWare software installed, you can use the WD SmartWare Drive Unlock utility to unlock the drive there. The WD SmartWare software provides the Drive Unlock utility on a “virtual” CD drive that appears under My Computer in your Windows Explorer display whenever the drive is password protected.

To unlock the drive without the WD SmartWare software installed:

1. Start the WD SmartWare Drive Unlock utility by either:

- Using your computer's file management utility to open the WD Unlocker virtual CD and double-clicking the Unlock.exe file
- Clicking **Start > My Computer** and double-clicking the WD Unlocker virtual CD icon under Devices with Removable Storage

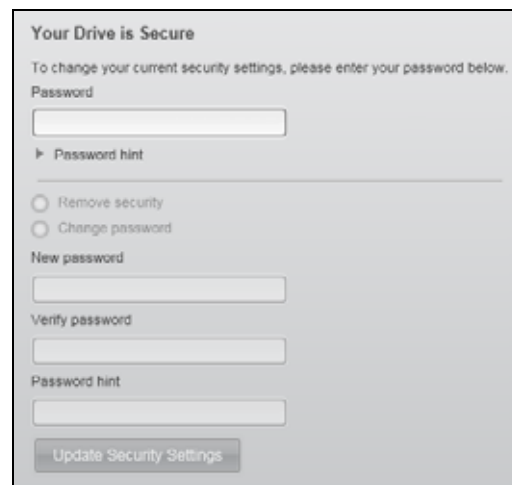


2. Type your password in the **Password** box and click **Unlock** to unlock your drive.
3. At the **Your drive is now unlocked** prompt, click **Exit** to close the WD SmartWare Drive Unlock utility screen.

## Changing Your Password

To change your password:

1. Click **Security** on either the WD SmartWare Drive Settings screen or the drive management Drive Settings screen (Figure 16 on page 26) to display the Your Drive is Secure dialog:

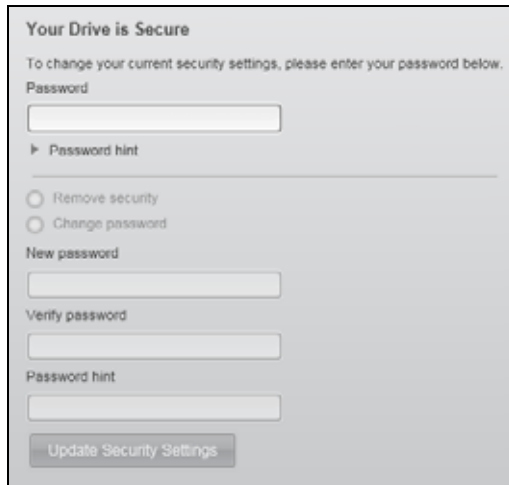


2. Type your current password in the **Password** box.
3. Select the **Change password** option.
4. Type your new password in the **New password** box.
5. Retype your new password in the **Verify password** box.
6. Type a hint to help remind yourself of your new password in the **Password hint** box.
7. Click **Update Security Settings** to change your password.

## Turning Off the Drive Lock Feature

To remove password protection from your drive:

1. Click **Security** on either the WD SmartWare Drive Settings screen or the drive management Drive Settings screen (Figure 16 on page 26) to display the Your Drive is Secure dialog:



**Your Drive is Secure**

To change your current security settings, please enter your password below.

Password

► Password hint

☐ Remove security

☐ Change password

New password

Verify password

Password hint

Update Security Settings

2. Type your password in the **Password** box.
3. Select the **Remove security** option.
4. Click **Update Security Settings** to remove password protection from your drive and redisplay the Set Security dialog.

## 6

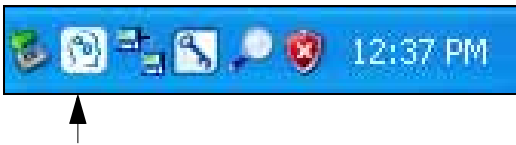
## Managing and Customizing Your Drive

This chapter includes the following topics:

- Using the WD SmartWare Icon
- Opening the WD SmartWare Software
- Checking Drive Status
- Monitoring Icon Alerts
- Safely Disconnecting the Drive
- Customizing Your Software Settings
- Customizing Your Drive Settings
- Uninstalling the WD SmartWare Software
- Restoring the WD SmartWare Software and Disk Image

### Using the WD SmartWare Icon

After you have installed the WD SmartWare Software, the WD SmartWare icon displays in the Windows taskbar:




By clicking the icon, you can:

- Open the WD SmartWare software
- Check the drive status
- Monitor icon alerts
- Safely disconnect the drive

The following sections describe how to use the icon and other ways to do these things.

### Opening the WD SmartWare Software

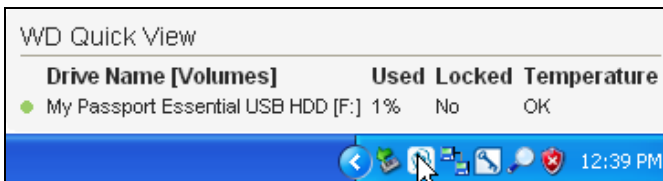
If the WD SmartWare does not open automatically, you can start it by:

- Clicking **Start > (All) Programs > WD SmartWare > WDSmartWare**.
- Double-clicking the WD SmartWare icon  in the taskbar.

*Note:* You can also left- or right-click the WD SmartWare icon in the taskbar and select **Launch WD SmartWare**.

### Checking Drive Status

Hover the pointer over the WD SmartWare icon in the taskbar to see the drive capacity used and drive temperature, and to find out if the drive is locked:



## Monitoring Icon Alerts

The WD SmartWare icon in the taskbar flashes to indicate drive status:

IF the WD SmartWare icon flashes . . .	THEN the drive might be . . .
Green and white,	Locked or in a format that the WD SmartWare software does not understand (non-Windows format in a Windows environment).
Red and white,	Overheated. Power down the drive and let it cool for 60 minutes. Power it back on, and if the problem persists, contact WD Support.

## Safely Disconnecting the Drive

**CAUTION!** To prevent data loss, close all active windows and applications before shutting down or removing the drive.

1. Right-click the WD SmartWare icon in the taskbar, and then click **Safely remove My Passport Essential USB HDD:**



You might hear the drive power down.

2. Wait for the drive power/activity LED to turn off before disconnecting the drive from the computer.

## Customizing Your Software Settings

The WD SmartWare software makes it easy for you to quickly customize its own software settings for the best possible performance with your drive by:

- Specifying the number of backup versions that you want to keep for each file
- Inhibiting backups until times when your computer is idle
- Specifying a unique folder on your computer to store files retrieved from your drive
- Automatically checking for WD SmartWare software updates

To customize your WD SmartWare software settings for the best possible performance with your drive, on the Software Settings screen (see Figure 11 on page 20):

IF you want to . . .	THEN click . . .	AND see . . .
Change the number of backup versions to keep for each file,	<b>File History</b>	“Specifying the Number of Backup Versions” on page 20.
Enable anytime backups or inhibit them until your computer is idle,	<b>Backup Speed</b>	“Pausing Backups Until Your Computer is Idle” on page 21.
Specify a path to a different retrieve folder,	<b>Retrieve Folder</b>	“Specifying a Different Retrieve Folder” on page 33.
Change the option that checks for software updates whenever you reconnect your My Passport drive to your computer,	<b>Preferences</b>	“Setting the Preferences Option” on page 33.

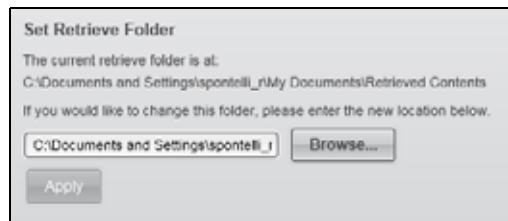
## Specifying a Different Retrieve Folder

When you start a retrieve, you can choose whether you want to store the retrieved files in either:

- Their original locations on your computer
- A Retrieved Content folder

By default, the WD SmartWare software creates and uses a Retrieved Content subfolder in your My Documents folder. To specify a different folder:

1. Either create a new folder or determine which existing folder you want to use.
2. On the Software Settings screen (see Figure 11 on page 20), click **Retrieve Folder** to display the Set Retrieve Folder dialog:



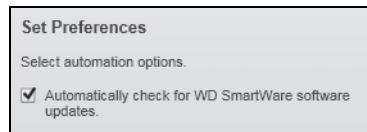
3. Click **Browse** and use the browse function to identify the new retrieve folder.
4. Click **Apply** to save and implement the new retrieve folder.

## Setting the Preferences Option

When enabled, each time you reconnect your My Passport drive to your computer, the Preferences option checks for software updates. This ensures that you are always using the most-recent software version.

To enable or disable the Preference option:

1. On either the Software Settings screen (Figure 11 on page 20) or the drive management Drive Settings screen (Figure 16 on page 26), click **Preferences** to display the Set Preferences dialog:



WD SmartWare Set Preferences Dialog



Drive Management Set Preferences Dialog

2. Select or clear the **Automatically check for WD SmartWare software updates** check box to enable or disable the Preferences option.

*Note:* See “Enabling the Backup and Retrieve Functions” on page 38 for information about the **Enable Backup and Retrieve functions** check box on the drive management Set Preferences dialog.

## Customizing Your Drive Settings

The WD SmartWare software makes it easy for you to quickly customize the settings of your drive for the best possible performance:

- **Security**—Create, modify, and disable passwords that keep others from accessing the files on your drive.
- **Registration**—Register your drive to receive free technical support during the warranty period and find out about software updates, product enhancements, and price discount opportunities.
- **Diagnostics**—Run diagnostics and status checks to make sure your drive is working properly.
- **Sleep Timer**—Turn your drive off during periods of extended inactivity to conserve power and extend the life of the drive.
- **Drive Erase**—Erase all of the contents on the drive, including your password if you have one.
- **Preferences**—Check for software updates and, if you selected **Install Drive Settings** at the **What would you like to do?** prompt, enable the Backup and Retrieve functions.

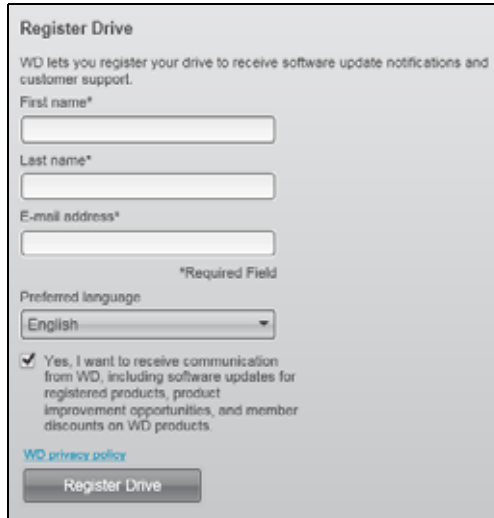
To customize your drive settings for the best possible performance, on either the WD SmartWare Drive Settings screen or the drive management Drive Settings screen (Figure 16 on page 26):

IF you want to . . .	THEN click . . .	AND see . . .
Use a password to keep others from accessing the files on your drive,	<b>Security</b>	“Password Protecting the Drive” on page 26.
Change your password,	<b>Security</b>	“Changing Your Password” on page 29.
Remove password protection from your drive,	<b>Security</b>	“Turning Off the Drive Lock Feature” on page 30.
Register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products,	<b>Registration</b>	“Registering the Drive” on page 35.
Run drive diagnostics and status checks,	<b>Diagnostics</b>	“Checking Drive Health” on page 40.
Specify an inactive time interval to turn off your drive,	<b>Sleep Timer</b>	“Setting the Drive Sleep Timer” on page 35.
Erase your drive so you can retrieve the space and start over with a fresh set of backups,	<b>Drive Erase</b>	“Erasing the Drive” on page 36.
Change the option that checks for software updates whenever you reconnect your WD SmartWare drive to your compute,	<b>Preferences</b> (Available on either the Software Settings screen or the drive management Drive Settings screen)	“Setting the Preferences Option” on page 33.
Enable the Backup and Retrieve functions,	<b>Preferences</b> (Only available on the drive management Drive Settings screen)	“Enabling the Backup and Retrieve Functions” on page 38.

## Registering the Drive

The WD SmartWare software uses your computer's Internet connection to register your drive. To register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products:

1. Make sure that your computer is connected to the Internet.
2. On the Drive Settings screen (see Figure 16 on page 26), click **Registration** to display the Register Drive dialog:

The image shows a 'Register Drive' dialog box. At the top, it says 'Register Drive' and 'WD lets you register your drive to receive software update notifications and customer support.' Below this are three text input fields: 'First name\*', 'Last name\*', and 'E-mail address\*'. A small asterisk with the text '\*Required Field' is positioned to the right of the 'E-mail address\*' label. Below the input fields is a 'Preferred language' dropdown menu with 'English' selected. Underneath the dropdown is a checked checkbox with the text 'Yes, I want to receive communication from WD, including software updates for registered products, product improvement opportunities, and member discounts on WD products.' Below the checkbox is a blue link that says 'WD privacy policy'. At the bottom of the dialog is a 'Register Drive' button.

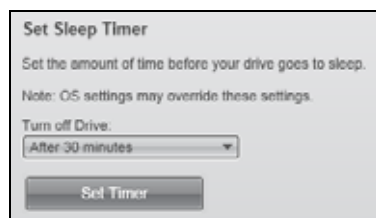
3. Type your first name in the **First name** box.
4. Type your last name in the **Last name** box.
5. Type your e-mail address in the **E-mail address** box.
6. Select your language in the **Preferred language** box.
7. Select or clear the **Yes, I want to receive communication...** check box to specify whether or not you want to receive e-mail notifications about software updates, product enhancements, and price discount opportunities.
8. Click **Register Drive** to register your drive.

## Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

To specify the inactivity period for the drive:

1. On the Drive Settings screen (see Figure 16 on page 26), click **Sleep Timer** to display the Set Sleep Timer dialog:

The image shows a 'Set Sleep Timer' dialog box. At the top, it says 'Set Sleep Timer' and 'Set the amount of time before your drive goes to sleep.' Below this is a note: 'Note: OS settings may override these settings.' Under the note is a label 'Turn off Drive:' followed by a dropdown menu with 'After 30 minutes' selected. At the bottom of the dialog is a 'Set Timer' button.



2. In the **Turn off Drive** box, select the inactivity time interval at which you want to turn off the drive.
3. Click **Set Timer** to save and implement your sleep timer setting.

## Erasing the Drive

**CAUTION!** Erasing your drive permanently deletes all of the data on your drive. Always make sure that you no longer need any of the data on your drive before erasing the drive.

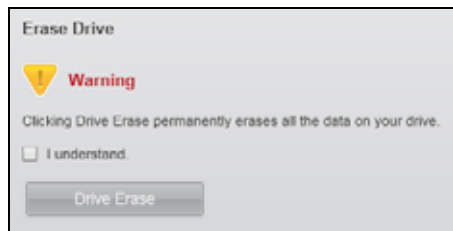
*Note:* Erasing your drive also deletes the WD SmartWare software and all of the support files, utilities, online help and user manual files. You can download these to restore your My Passport to its original configuration after erasing the drive.

The WD SmartWare software provides two ways to erase your drive, depending on whether your My Passport drive is locked or not:

IF your drive is . . .	AND you . . .	THEN see . . .
Not locked,	Want to erase the drive,	"Using the Drive Settings Drive Erase Function" in the following section.
Locked,	Have forgotten or lost your password and <i>must</i> erase the drive,	"Using the Drive Unlock Utility" on page 37.

**Using the Drive Settings Drive Erase Function.** To erase your My Passport when the drive is not locked:

1. On the Drive Settings screen (see Figure 16 on page 26), click **Drive Erase** to display the Erase Drive dialog:



2. Read the warning about the loss of data if you erase your drive.
3. Click the **I understand** check box to signify that you accept the risk.
4. Click **Drive Erase** to erase your drive.

After the drive erase operation completes, go to [support.wdc.com](http://support.wdc.com) and see Knowledge Base Answer ID #5419 for information about downloading and restoring the WD SmartWare software and disk image on your My Passport drive.

*Note:* Erasing your drive also removes your password. If you used a password to protect your drive, you will need to do it again after restoring the WD SmartWare software and disk image. (See "Password Protecting the Drive" on page 26.)

**Using the Drive Unlock Utility.** To erase your My Passport when the drive is locked and you have forgotten or lost your password:

1. If you do not see a prompt to provide your password, then either:
  - Click the My Passport image above the **Drive is locked** prompt on the Home screen to display the WD SmartWare drive unlock screen:



- Start the WD SmartWare Drive Unlock utility by either:
  - Using your computer's file management utility to open the WD Unlock virtual CD and double-clicking the Unlock.exe file
  - Clicking **Start > My Computer**, opening the WD Unlock virtual CD listing under Devices with Removable Storage and double-clicking the Unlock.exe file



2. Make five attempts to unlock the drive by:
  - a. Typing a password in the **Password** box.
  - b. Clicking **Unlock**.
3. The fifth invalid password attempt displays the **Too Many Password Attempts** prompt:



4. Read the warning about the loss of data if you erase your drive.
5. Click the **I understand** check box to signify that you accept the risk.
6. Click **Format** to erase your drive.

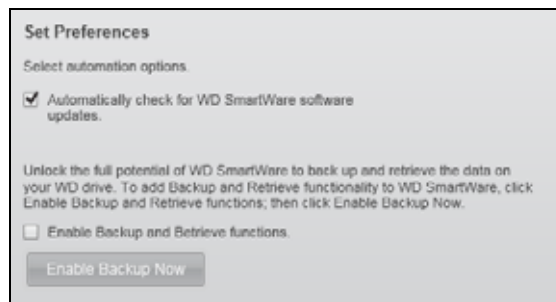
After the drive erase operation completes, go to [support.wdc.com](http://support.wdc.com) and see Knowledge Base Answer ID #5419 for information about downloading and restoring the WD SmartWare software and disk image on your My Passport drive.

*Note:* Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to re-create it after restoring the WD SmartWare software and disk image. (See “Password Protecting the Drive” on page 26.)

## Enabling the Backup and Retrieve Functions

If you selected **Install Drive Settings** at the **What would you like to do?** prompt on the Welcome to WD SmartWare screen and now want to enable the Backup and Retrieve functions:

1. On the drive management Drive Settings screen (see Figure 16 on page 26), click **Preferences** to display the Set Preferences dialog:



2. Select the **Enable Backup and Retrieve functions** check box.
3. Click **Enable Backup Now** to:
  - Add the **Backup** and **Retrieve** tabs to the Home screen display
  - Add the **Set Up Software** and **Set Up Drive** options to the Settings screen
  - Remove the **Preferences** option from the Drive Settings screen

## Uninstalling the WD SmartWare Software

**Important:** You can easily uninstall the software. However, you will need to restart the backup job manually after reinstalling the software as uninstalling deletes all existing backup job configurations. (See “Backing Up Your Computer Files” on page 15.)

Use your operating system’s Add or Remove Programs function to uninstall the WD SmartWare software from your computer.

## Uninstalling on Windows XP

To uninstall the WD SmartWare software on Windows XP:

1. Click **Start > Control Panel**.
2. Double-click **Add or Remove Programs**.
3. Select **WD SmartWare** and click **Remove**.
4. Click **Yes** at the **Are you sure...** prompt.

## Uninstalling on Windows Vista or Windows 7

To uninstall the WD SmartWare software on Windows Vista or Windows 7:

1. Click **Start > Control Panel**.
2. Double-click **Programs and Features**.
3. Click **WD SmartWare** or the WD SmartWare icon and click **Uninstall/Change** at the top of the screen.
4. Click **Yes** at the **Do you wish to proceed...** prompt.

## Restoring the WD SmartWare Software and Disk Image

In addition to deleting all of the data on your My Passport drive, erasing or reformatting the drive also removes the WD SmartWare software and all of the support files, utilities, online help and user manual files.

If you ever need to remove and reinstall the WD SmartWare software on your computer, or move the drive to another computer and install the software there, you will need to restore the WD SmartWare software and disk image on your My Passport drive. To do this, after you have erased or reformatted the drive, go to [support.wdc.com](http://support.wdc.com) and see Knowledge Base Answer ID #5419.

## 7

## Checking Drive Health

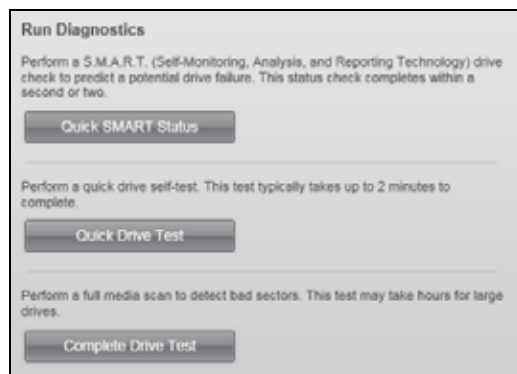
The data files on your My Passport drive are important to you. The WD SmartWare software has several built-in diagnostic tools to help make sure that your drive is performing well. Run one of the following tests if you are concerned that your drive is not operating properly:

Diagnostic Tool	Description
Quick S.M.A.R.T. Status Check	S.M.A.R.T. is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive might be approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs. The result of a quick S.M.A.R.T. status check is a pass or fail evaluation of the drive's condition. The S.M.A.R.T. status check completes within a second or two.
Quick Drive Test	Your My Passport drive has a built-in Data Lifeguard diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems. The result of a quick drive test is a pass or fail evaluation of the drive's condition. The quick drive test can take several minutes to complete.
Complete Drive Test	The most comprehensive drive diagnostic is the complete drive test. It methodically tests every sector for error conditions, and inserts bad-sector markers as required. The complete drive test can take several hours to complete, depending on the size and data configuration of your drive.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the quick S.M.A.R.T. status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when backing up or retrieving files.

To run drive diagnostics and status checks:

1. On the Drive Settings screen (see Figure 16 on page 26), click **Diagnostics** to display the Run Diagnostics dialog:



2. Click the button for the test that you want to run:

- Quick SMART Status
- Quick Drive Test
- Complete Drive Test

## 8

## Using the Drive with a Mac

The My Passport drive is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. To use the drive with Mac OS X Leopard or Snow Leopard operating systems, and to use Time Machine, if you want, you must first:

- Reformat the drive to a single HFS+J partition
- Restore the WD SmartWare software and disk image

This chapter includes the following topics:

[Reformatting the Drive](#)  
[Restoring the WD SmartWare Software and Disk Image](#)  
[Connecting the Drive and Getting Started](#)  
[Enhancing Performance with WD +TURBO](#)  
[Installing the WD SmartWare Software](#)  
[The WD SmartWare Home Screen](#)  
[Using the WD SmartWare Icon](#)  
[Opening the WD SmartWare Software](#)  
[Checking Drive Status](#)  
[Safely Dismounting the Drive](#)  
[Unlocking the Drive](#)  
[Uninstalling the WD SmartWare Software](#)

### Reformatting the Drive

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**CAUTION!** Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

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Go to [support.wdc.com](http://support.wdc.com) and refer to the appropriate Knowledge Base Answer ID for information about reformatting a Windows drive:

- 287 or 3323 for Mac OS X
- 1364 for FAT32

See “Troubleshooting” on page 54 for more information about reformatting a drive.

### Restoring the WD SmartWare Software and Disk Image

After you have reformatted your My Passport drive for use on Mac computers, go to [support.wdc.com](http://support.wdc.com) and see Knowledge Base Answer ID #5419 for information about downloading and restoring the Mac version of the WD SmartWare software and disk image on the drive.

### Connecting the Drive and Getting Started

After you have reformatted your My Passport drive for use on a Mac computer and restored the Mac version of the WD SmartWare software and disk image:

1. Turn on your Mac computer.
2. Connect the My Passport drive to your computer as shown in Figure 3 on page 5.

3. Verify that the My Passport icon displays on your desktop, where “MY PASSPORT” is the name you assigned to the volume when you reformatted the drive for use with the Mac computer:



4. The first time you connect your My Passport drive to your computer, a message asks if you want to use the drive to back up with Time Machine:



WD SmartWare software is fully compatible with Apple's Time Machine software. When using Time Machine, you can still use the WD SmartWare software for password protecting the drive, registering the drive, and running drive diagnostics.

- a. If you *do not* want to use the Time Machine backup software, click **Cancel**.
- b. If you *do* want to use the Time Machine backup software, click **Use as Backup Disk**. The My Passport icon now displays as:



Your My Passport drive is now ready to use as an external storage device. You can enhance its performance by installing the following software that is on the drive:

- WD +TURBO utility (see “Enhancing Performance with WD +TURBO” in the next section)
- WD SmartWare software (see “Installing the WD SmartWare Software” on page 44)

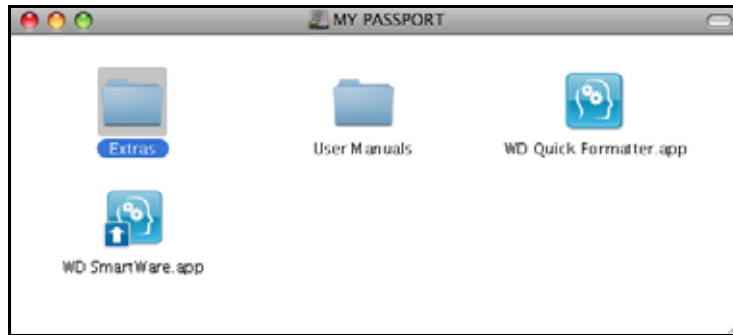
## Enhancing Performance with WD +TURBO

WD +TURBO is a utility on the My Passport drive that you can install to improve the performance of the drive on a Mac computer.

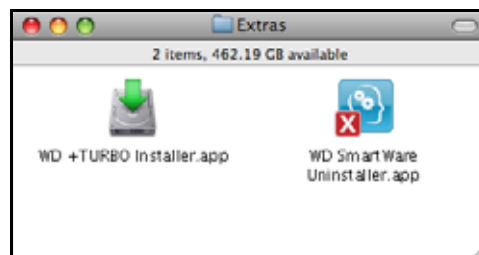
If you are going to install the WD SmartWare software, you do not need to install the WD +TURBO utility yourself—the WD SmartWare software will install it for you. If you are not going to install the WD SmartWare software, install WD +TURBO to enhance the performance of your My Passport drive.

To install WD +TURBO:

1. Double-click the My Passport icon, and then double-click the Extras folder on the screen that displays:



2. Double-click the WD +TURBO Installer icon:



3. Click **Install** on the WD +TURBO Driver Installer screen:



4. Read the license agreement and click **Accept** to continue.
5. A message informs you that installing the drivers requires you to restart your computer to make them active:



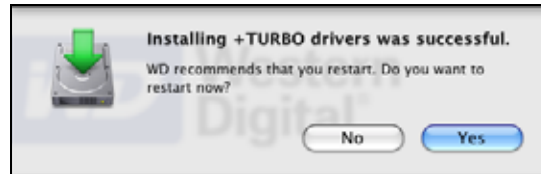
Click **Yes** to continue.



6. Type the password that you normally use to access the computer in the **Password** box and click **OK**:



7. As prompted, when the installation completes, click **Yes** to restart the computer:



8. After the computer restarts, the My Passport icon on the desktop looks like this, where "MY PASSPORT" is the name you assigned to the volume when you reformatted the drive for use with the Mac computer:

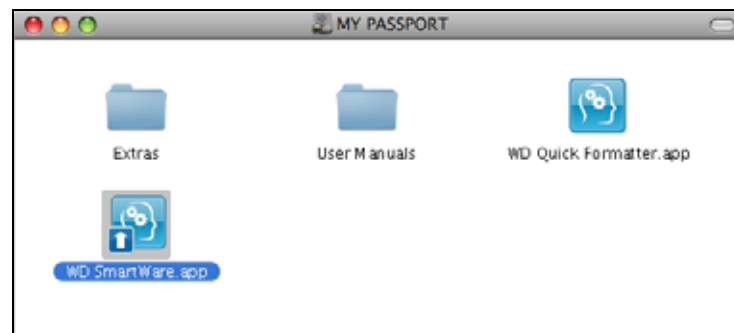


Your My Passport drive is now ready to use as an enhanced-performance external storage device.

## Installing the WD SmartWare Software

To install the WD SmartWare software:

1. Double-click the My Passport icon and then double-click the WD SmartWare icon on the screen that displays:



2. The WD SmartWare Software Installer screen displays:



3. Click **Continue to Install** and the installer utility detects that the WD SmartWare software is not installed:



4. Click **Install WD SmartWare** to begin the installation.
5. Read the license agreement and click **Accept** to continue.
6. Type the password that you normally use to access the computer in the **Password** box and click **OK**:



7. Wait for the installation to complete. This could take several minutes:



8. When the installation completes, the WD SmartWare Home screen displays (see Figure 17 on page 46).



Figure 17. WD SmartWare Home Screen

## The WD SmartWare Home Screen

On the Home screen, you can change the drive being categorized by using the drop-down selection box under the name of your computer. If you select a different drive, the WD SmartWare software identifies the categories of files on that drive. Then click the **Backup** or **Retrieve** tab to either back up from or retrieve files to a location other than your computer's main hard drive.

In the Content Gauge for your computer's hard drive, all of your files that are available for backup are shown against a blue background in categories that are based on the following folders on your computer:

- **Music**
- **Movies**
- **Pictures**
- **Mail**
- **Documents**
- **Other**

Each category includes all of the files in the represented folder except the **Other** category, which includes all of the files in all other folders on your computer.

Note that:

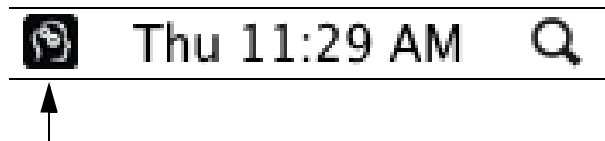
- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, working files, and *any* files that are stored in a Temp folder.
- The **Retrieved** category, also shown against a dark gray background, shows the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the pointer over a category shows the number of files in the category.

In the Content Gauge for your My Passport drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

*Note:* The small number of files that are shown in the **Additional Files** category when you first install the WD SmartWare software—before performing your first backup—represents the system and hidden files that your computer's operating system put there when you installed the drive.

## Using the WD SmartWare Icon

After you have installed the WD SmartWare software, the WD SmartWare icon displays in the menu bar at the top-right corner of the screen:



By clicking the icon, you can:

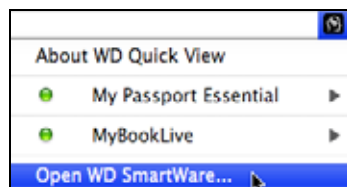
- Open the WD SmartWare software
- Check the drive status
- Safely dismount the drive

The following sections describe how to use the icon and other ways to do these things.

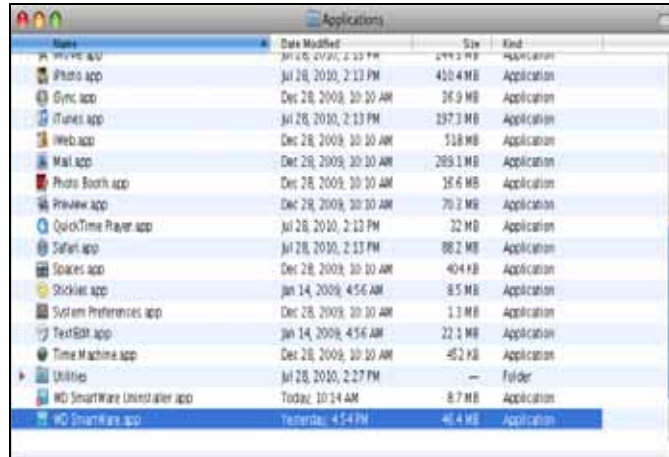
## Opening the WD SmartWare Software

If the WD SmartWare software does not open automatically, you can restart it by:

- Clicking the WD SmartWare icon and selecting **Open WD SmartWare**:



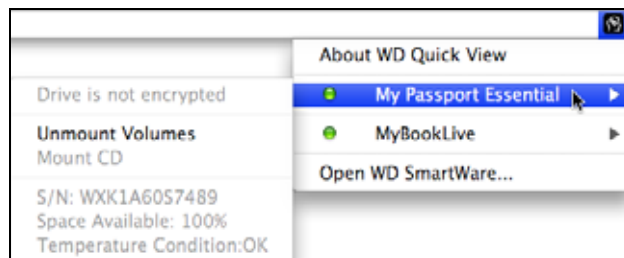
- Double-clicking **WD SmartWare** in the Applications list:



## Checking Drive Status

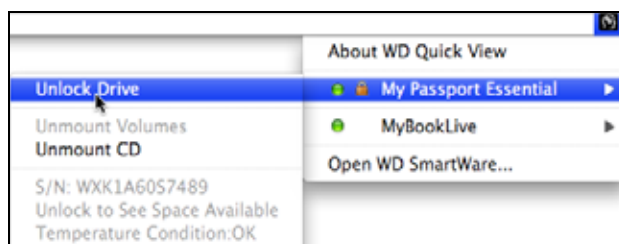
Use the WD SmartWare icon to determine whether the drive is encrypted (locked), how full the drive is, the drive's serial number, and the temperature condition of the drive:

1. Click the WD SmartWare icon to display a list of drives and select the My Passport drive:



2. If the drive is unlocked (not encrypted), the submenu shows the serial number of the drive, the space available, and the temperature condition.

If the drive is locked:



- a. Click **Unlock Drive** on the submenu to open the WD SmartWare Drive Unlock utility screen:



- b. Type your password in the **Password** box and click **Unlock**.
- c. Click **Exit** at the **Your drive is now unlocked** prompt to close the WD SmartWare Drive Unlock utility screen.
- d. Repeat step 1 and step 2 to display the drive status.

## Safely Dismounting the Drive

You can safely dismount the drive from a Mac using either the:

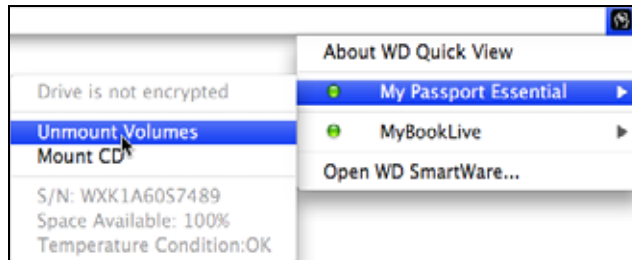
- WD SmartWare icon
- My Passport icon

**CAUTION!** To prevent data loss, close all active windows and applications before shutting down or removing the drive.

## Using the WD SmartWare Icon

To safely dismount the drive using the WD SmartWare icon:

1. Click the WD SmartWare icon to display a list of drives.
2. Select the My Passport drive and on the submenu select **Unmount Volumes**:



If the drive has more than one volume, a prompt asks you to select the volume.

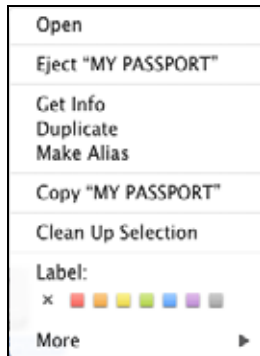
You might hear the drive power down.

3. Wait for the drive icon to disappear from the desktop before disconnecting the drive from the computer.

## Using the My Passport Icon

To safely dismount the drive using the My Passport icon:

1. Right- or control-click the My Passport icon on the desktop and select **Eject "MY PASSPORT"** where "MY PASSPORT" is the name you assigned to the volume when you reformatted the drive for use with the Mac computer:



You might hear the drive power down.

2. Wait for the drive icon to disappear from the desktop before disconnecting the drive from the computer.

## Unlocking the Drive

After you have created a password to keep others from accessing the files on your drive, you will have to type your password to unlock the drive whenever:

- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer exits the sleep mode

You will have to do this even if you do not have the WD SmartWare software installed on your computer.

## Unlocking the Drive with the WD SmartWare Software

The procedure for unlocking your drive with the WD SmartWare software can be automatic or manual, depending on whether the **Please provide your password** prompt appears or not.

**Automatically.** Whenever the WD SmartWare drive unlock screen appears:



To unlock your drive:

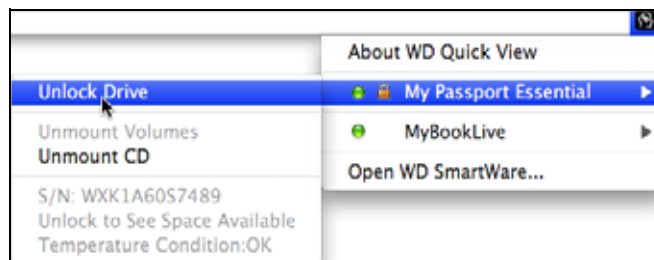
1. Type your password in the **Password** box.
2. Click **Unlock** to unlock your drive and enable the WD SmartWare software.

**Manually.** If your computer goes into sleep mode, an unlock screen might not display when you reactivate it. To unlock the drive, you can use either the:

- WD Unlocker VCD as described in “Unlocking the Drive Without the WD SmartWare Software” in the next section
- WD SmartWare icon

To unlock the drive manually using the WD SmartWare icon:

1. Click the WD SmartWare icon in the bar at the top-right corner of the screen.
2. Select the My Passport drive and then click **Unlock Drive**:



3. Type your password in the **Password** box and click **Unlock** on the WD SmartWare Drive Unlock utility screen:



4. At the **Your drive is now unlocked** prompt, click **Exit** to close the WD SmartWare Drive Unlock utility screen.

## Unlocking the Drive Without the WD SmartWare Software

Whenever you connect your password-protected drive to a computer that does not have the WD SmartWare software installed, you can use the WD SmartWare Drive Unlock utility to unlock the drive there. The WD SmartWare software provides the Drive Unlock utility on a “virtual” CD drive (VCD) that appears on your desktop whenever the drive is password protected:





To unlock the drive without the WD SmartWare software installed:

1. Double-click the WD Unlocker VCD icon and double-click the Drive Unlock icon on the screen that appears:



2. Type your password in the **Password** box and click **Unlock** on the WD SmartWare Drive Unlock utility screen:



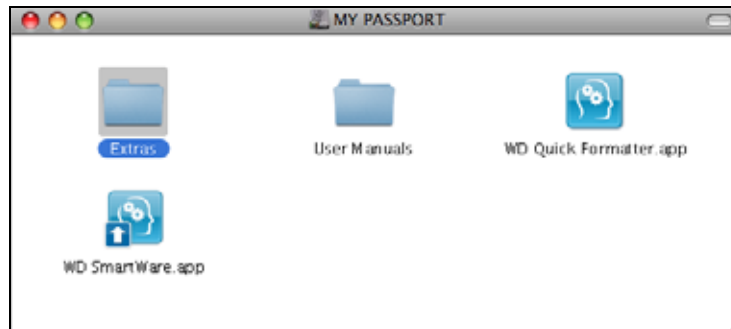
3. Click **Exit** at the **Your drive is now unlocked** prompt to close the WD SmartWare Drive Unlock utility screen.

## Uninstalling the WD SmartWare Software

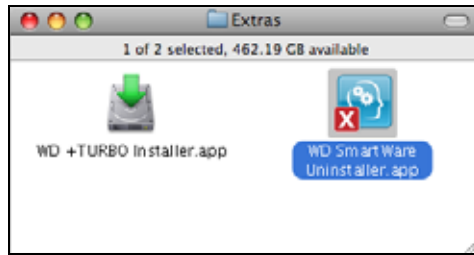
**Important:** You can easily uninstall the software. However, you will need to restart the backup job manually after reinstalling the software as uninstalling deletes all existing backup job configurations. (See “Backing Up Your Computer Files” on page 15.)

To uninstall the WD SmartWare software:

1. Double-click the My Passport icon on the desktop or WD SmartWare in the Applications list and double-click the Extras folder on the screen that displays:



2. Double-click the WD SmartWare Uninstaller icon:



3. Click **Uninstall** on the WD SmartWare Uninstall screen:



## 9

## Troubleshooting

This chapter includes the following topics:

[Installing, Partitioning, and Formatting the Drive](#)  
[Frequently Asked Questions](#)

If you have problems installing or using this product, refer to this troubleshooting section or visit our support Web site at [support.wdc.com](http://support.wdc.com) and search our knowledge base for more help.

### Installing, Partitioning, and Formatting the Drive

How to	Answer ID
■ Install, partition, and format the drive in Windows XP and Vista	207, 3322
■ Install, partition, and format the drive to Mac OS X 10.4.11 and 10.5+	287, 3323
■ Reformat from Mac GPT to Windows XP NTFS	3645
■ Reformat the drive from Mac GPT to Windows Vista NTFS format	3647
■ Obtain and reinstall the original software included with this product	1425
■ Format the drive to the FAT32 file system*	1364
■ Use the drive on a Mac and a PC simultaneously	291

*\*The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows; however, Windows users can overcome these file size limitations by formatting the drive to NTFS using the Disk Management utility. See answer ID 1287 at [support.wdc.com](http://support.wdc.com) and article IDs 314463 and 184006 at [support.microsoft.com](http://support.microsoft.com) for further details. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from [support.wdc.com/download](http://support.wdc.com/download).*

### Frequently Asked Questions

**Q:** *Why does the drive not power up?*

**A:** Be sure the drive is plugged in to a power source. A special cable might be needed for computers with limited bus power. For more information in the U.S., visit our website at [store.westerndigital.com](http://store.westerndigital.com). Outside the U.S., contact WD Technical Support in your region.

**Q:** *Why is the drive not recognized under My Computer or on the computer desktop?*

**A:** If your system has a USB 3.0 or USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 3.0 external storage product. The drive is not recognized correctly unless USB 3.0 or USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

**Q:** *Why won't my computer boot when I connect my USB drive to the computer before booting?*

**A:** Depending on your system configuration, your computer may attempt to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit [support.wdc.com](http://support.wdc.com) and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.

**Q:** *Why is the data transfer rate slow?*

**A:** Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 3.0 or USB 2.0 adapter card or a system that does not support USB 3.0 or USB 2.0.

**Q:** *How do I determine whether or not my system supports USB 3.0 or USB 2.0?*

**A:** Refer to your USB card documentation or contact your USB card manufacturer.

*Note:* If your USB 3.0 or USB 2.0 controller is built in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

**Q:** *What happens when a USB 3.0 or USB 2.0 device is plugged into a USB 1.1 port or hub?*

**A:** USB 3.0 and USB 2.0 are backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 3.0 or USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

If your system includes a PCI Express slot, you can achieve Super-Speed USB transfer rates by installing a PCI Express adapter card. Contact the card manufacturer for installation procedures and more information.

## A

## Installing the SES Driver

This appendix includes the following topics:

- [Installing on Windows XP Computers](#)
- [Installing on Windows Vista Computers](#)
- [Installing on Windows 7 Computers](#)

If you decide to not install the WD SmartWare software, you must have an SES driver installed on computers running Windows to keep the hardware popup wizard from displaying every time you connect your My Passport drive to your computer.

*Note:* The SES Driver is installed automatically when you install the WD SmartWare software or if you clicked **Do Not Install** on the Welcome to WD SmartWare screen (see “Getting Started Without the WD SmartWare Software” on page 14).

### Installing on Windows XP Computers

After you physically connect the drive as shown in Figure 3 on page 5, the Found New Hardware Wizard screen displays.

*Note:* If Autoplay is enabled, two additional screens might appear at the same time as the Found New Hardware Wizard screen. If they appear, close them.

You can use the Found New Hardware Wizard to install the SES driver either:

- Automatically, if your computer is connected to the Internet
- Manually, whether your computer is connected to the Internet or not

### Installing the Driver Automatically

To install the SES driver automatically, your computer must be connected to the Internet:

1. Verify that your computer is connected to the Internet.
2. On the Found New Hardware Wizard screen, select **Yes this time only** to allow Windows XP to connect to Windows Update:



3. Click **Next** to continue.

4. Select **Install the software automatically** and click **Next**:



5. When the installation completes, click **Finish**:



## Installing the Driver Manually

If your computer is not connected to the Internet, install the driver manually:

1. On the Found New Hardware Wizard screen, select **No, not this time** to inhibit a connection attempt to Windows Update:

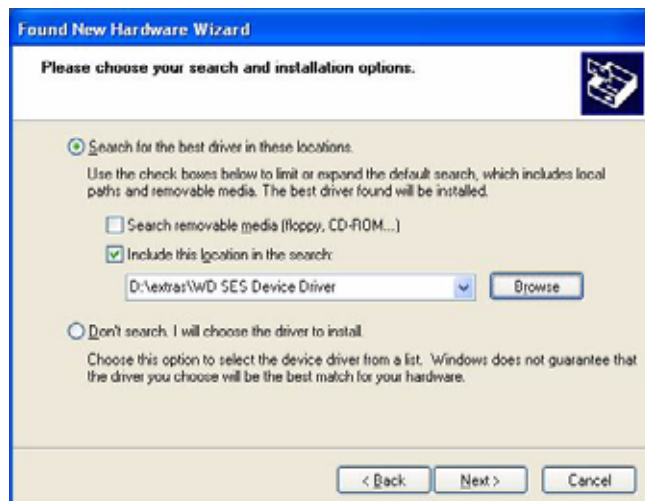


2. Click **Next** to continue.
3. Select **Install from a list or specific location** and click **Next**:



4. Browse to **My Computer** and:
  - a. Double-click the My Passport drive.
  - b. Double-click the Extras folder.
  - c. Select **WD SES Device Driver**.

d. Click **Next**:



5. When the installation completes, click **Finish**:





## Installing on Windows Vista Computers

After you physically connect the drive as shown in Figure 3 on page 5, the Found New Hardware screen displays.

*Note:* If Autoplay is enabled, two additional screens might appear at the same time as the Found New Hardware screen. If they appear, close them.

You can use the Found New Hardware screen to install the SES driver either:

- Automatically, if your computer is connected to the Internet
- Manually, whether your computer is connected to the Internet or not

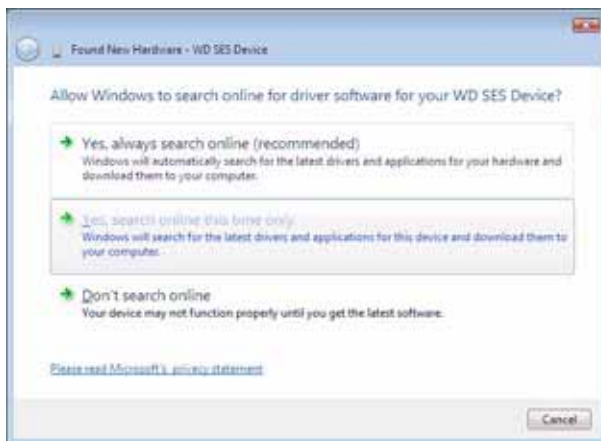
### Installing the Driver Automatically

To install the SES driver automatically, your computer must be connected to the Internet:

1. Verify that your computer is connected to the Internet.
2. On the Found New Hardware wizard screen, click **Locate and install driver software**:



3. On the Found New Hardware - WD SES Device wizard screen, click **Yes, search online this time only** to allow Windows Vista to connect to Windows Update:



Windows Vista automatically:

- Connects to Windows Update
- Finds, downloads, and installs the SES driver

## Installing the Driver Manually

If your computer is not connected to the Internet, install the driver manually:

1. On the Found New Hardware wizard screen, click **Locate and install driver software**:



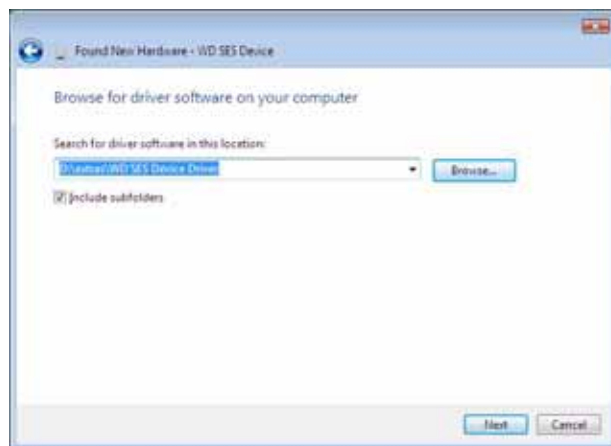
2. On the Found New Hardware - WD SES Device wizard screen, click **Don't search online**:



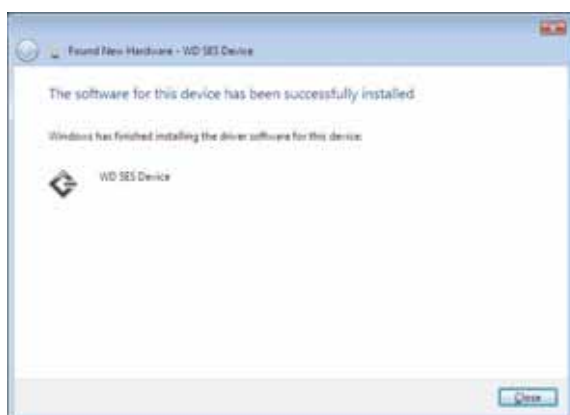
3. At the **Install the disc that came with your WD SES Device** prompt, click **I don't have the disc. Show me other options**:



4. Browse to **Computer** and:
  - a. Double-click the My Passport drive.
  - b. Double-click the Extras folder.
  - c. Select **WD SES Device Driver**.
  - d. Click **Next**:



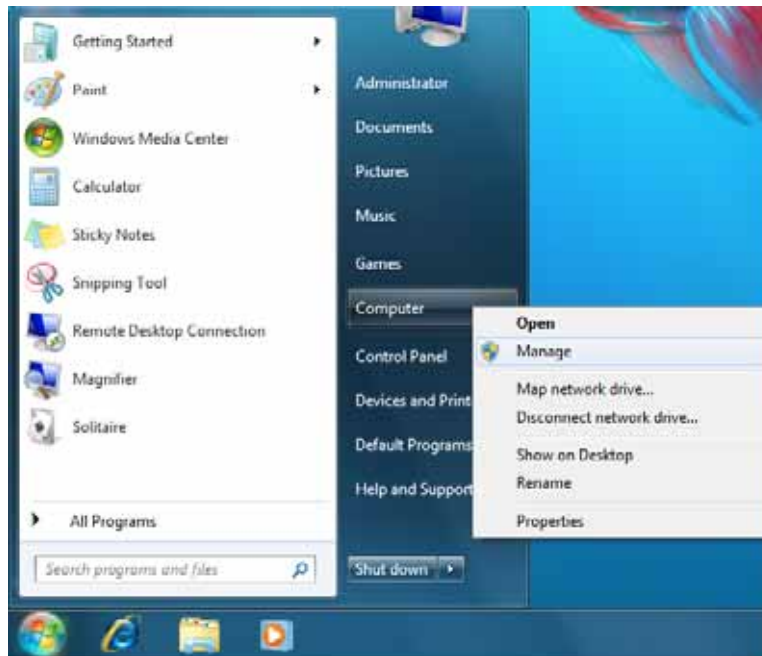
5. When the installation completes, click **Close**:



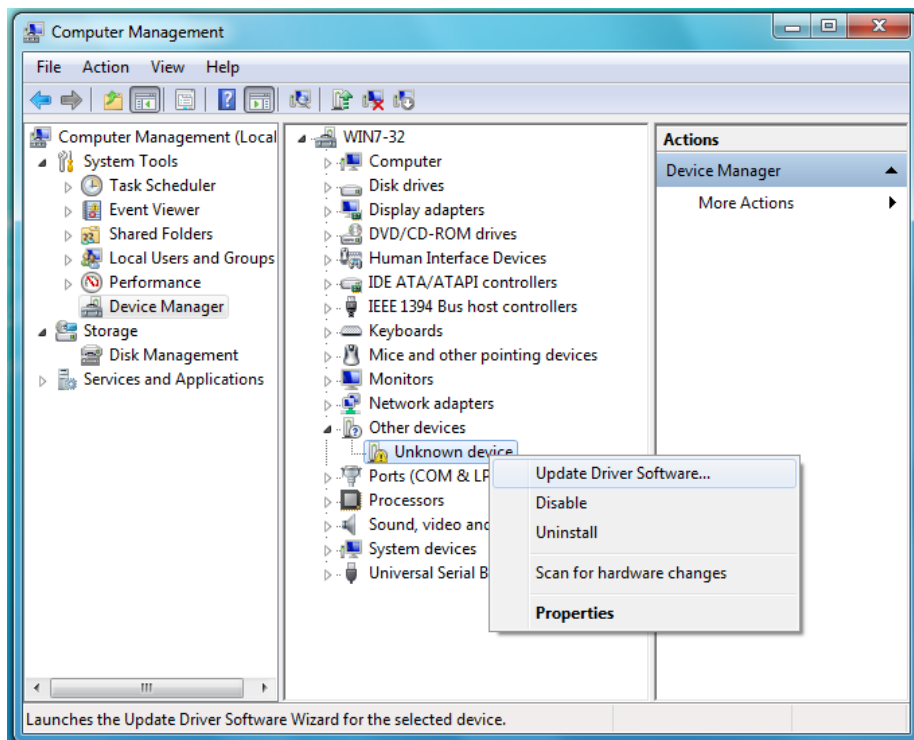
## Installing on Windows 7 Computers

After you physically connect the drive as shown in Figure 3 on page 5, use the Windows 7 Computer Management utility to install the SES driver:

1. Open **All Programs** and click **Computer > Manage**:



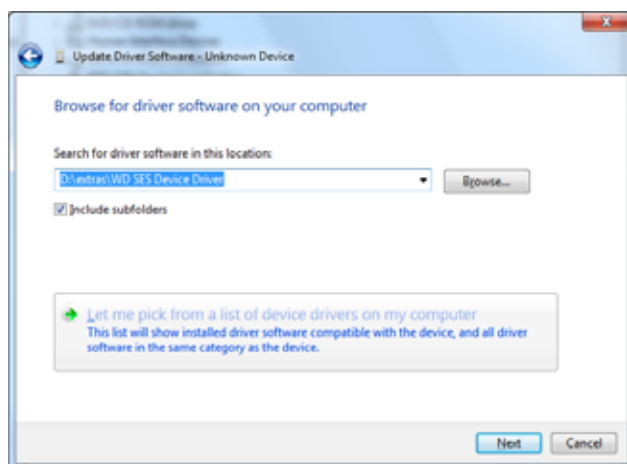
2. Under **Computer Management (Local)**, click **Device Manager > Unknown Device** and right-click **Update driver software**:



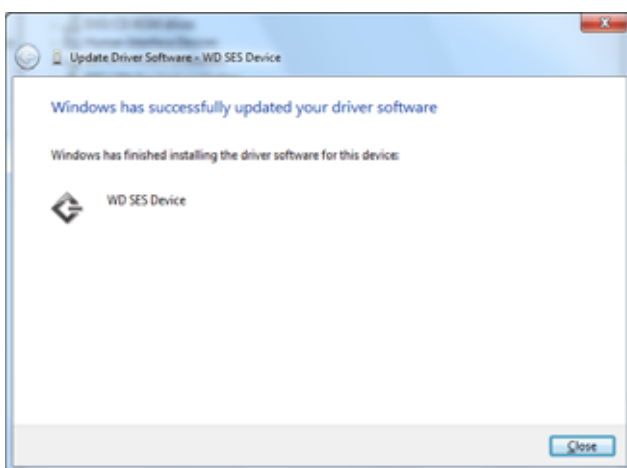
3. Click **Browse my computer for driver software**.



4. Browse to **Computer**, double-click the My Passport drive, double-click the Extras folder, and select **WD SES Device Driver**:



5. Click **Next**.
6. When the installation completes, click **Close**:



**B**

## Compliance and Warranty Information

This appendix includes the following topics:

- [Regulatory Compliance](#)
- [Environmental Compliance \(China\)](#)
- [Warranty Information](#)

### Regulatory Compliance

#### FCC Class B Information

This device has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void the user's authority to operate this equipment.

#### ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme ICES-003 du Canada.

This device complies with Canadian ICES-003 Class B.

#### Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Sûreté d'équipement de technologie de l'information.

#### CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

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Class B Device 1 Please note that this device has been approved for non-business purposes and may be used in any environment, including residential areas.

## Environmental Compliance (China)

部件名称	有毒有害物质或元素					
	产品中有毒有害物质或元素的名称及含量					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价 铬 (Cr (VI))	多溴化联 (二) 苯 (PBB)	多溴化 二苯醚 (PBDE)
减震架(4)	○	○	○	○	○	○
减震器(4 pcs)	○	○	○	○	○	○
脚垫(4 pcs)	○	○	○	○	○	○
带镜头的上盖	○	○	○	○	○	○
底盖	○	○	○	○	○	○
PCBA	○	○	○	○	○	○
硬盘驱动器	X	○	○	○	○	○
微型 USB 电缆	○	○	○	○	○	○
EMI 底盖	○	○	○	○	○	○
聚酯薄膜	○	○	○	○	○	○

O: 表示有毒有害物质在该部件的所有均质材料中的含量均低于  
SJ/T11363-2006 标准规定的限量要求以下。  
X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出  
SJ/T11363-2006 标准规定的限量要求。  
(在此表中, 企业可能需要根据实际情况对标记“X”的项目进行进一步的技术性解释。)

## Warranty Information

### Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at [support.wdc.com](http://support.wdc.com) for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via [support.wdc.com](http://support.wdc.com). WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.



## Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 2 years in the North, South and Central America region, 2 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at [support.wdc.com](http://support.wdc.com)), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product.

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